FDLP USERS SPEAK:

THE VALUE AND PERFORMANCE OF LIBRARIES PARTICIPATING IN THE FEDERAL DEPOSITORY LIBRARY PROGRAM

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Introduction and background

Created by Congress, the Federal Depository Library Program (FDLP) was established to ensure that the American public has access to its government's information. Since 1813, depository libraries have safeguarded the public's right to know by collecting, organizing, maintaining, preserving, and assisting users with information from the Federal Government. Under the aegis of the United States Government Printing Office (GPO), the FDLP provides government information at no cost to designated depository libraries in individual states and overseas territories. Depository libraries, in turn, provide local, no-fee access to government information in an impartial environment with professional assistance. This open access is at the heart of informed participation in the democratic process, ensuring availability not only of valuable historical information for research and education, but also of current information, which both informs the general public and facilitates the visibility and accountability of government. Approximately 1,220 institutions participate in the FDLP, including academic, government (federal, state, and local), public, and special libraries. By statute regional depository libraries seek to provide comprehensive collections, while by statute selective depository libraries collect Government resources that meet the needs of the community they serve.

In recent times, technology and the internet have changed the environment within which the FDLP operates. In order better to serve both its public mission and the needs of depository libraries, GPO needs to keep under review the whole range of its activities, including dissemination, access, cost, management, preservation, and overall value proposition for the general public. Hence, in 2009/10, as part of the process of review, GPO commissioned Outsell, Inc. to carry out a needs assessment in order to solicit direct feedback from libraries participating in the FDLP. This exercise was completed within the context of the Biennial Survey, which is required by statute to enable depository libraries to fulfill their obligation to 'report to the Superintendent of Documents at least every two years concerning their condition' (44 USC §1909).

Following the successful completion of the needs assessment, the next logical step in the process of review was to solicit feedback from the general public who in official, professional or private capacity make use of the information resources provided by the FDLP through participating libraries. Accordingly, GPO commissioned Outsell to design and conduct a web-based survey in order to collect information from end-users concerning their purposes in accessing FDLP information resources, to what extent they were able to fulfill their purposes, their overall level of satisfaction, the problems or barriers they may have encountered, and their suggestions for improvements.

The user survey was designed and carried out during 2010/11. This report documents the objectives, methodology and results of that survey, together with recommendations for future action.

Objectives

The principal objective of this project was to support the strategic planning of GPO and of individual FDLP participating libraries through research aimed at obtaining a better understanding of users' perceptions of the value and performance of the FDLP's diverse libraries, focusing particularly on outcomes.

More specifically, within that overall objective, the GPO aimed to achieve a number of component objectives, as follows:

- To understand, through the needs and perceptions of users, which FDLP elements need to be maintained, which need change or improvement, and which might be given lower priority or even discontinued;
- To identify where elements could be extended or new elements introduced which would be beneficial for users of FDLP information resources;
- To establish for a range of performance indicators benchmarks against which future performance can be measured;
- To discern key differences, if any, in user needs and perceptions between separate segments of the FDLP, and thereby to establish whether differentiated actions may be necessary for some or all of the segments;
- Where levels of response allow, to permit individual FDLP libraries to carry out similar actions to the above, by comparing their own results with the aggregated results for FDLP libraries as a whole; and
- To indicate possible areas for action and to set standards for performance which may also be appropriate for libraries which did not contribute to the user survey.

At project level, specific component objectives may be expressed as follows:

- Working with GPO, to design a survey to elicit from users feedback based upon the outcomes they achieved through being able to access US government information made available by FDLP libraries;
- Using the approved survey instrument, to implement the survey in such a way as to facilitate participation by users in all FDLP libraries which chose to participate in the survey; and
- Analyzing the results, to create baseline metrics on participating FDLP libraries which would provide a foundation for service improvement and ongoing assessment.

About the survey

This report is being provided to document results from the online survey of users in 1,220 libraries participating in the FDLP across the United States and its overseas territories. The survey questionnaire was set up on the internet and the survey was conducted between October 18, 2010 and March 4, 2011. GPO encouraged all participating libraries to invite users of FDLP resources to complete the survey, providing all the libraries with promotional material in the form of post cards to be given to depository users. Details of research design and methodology are provided in Appendix A of this report.

Summary of key findings

Below, in summary, are the most important points drawn from the user survey. Detailed research findings follow further in the report.

Overall level of response

- Response to the survey was good, with a total of 3,305 respondents, which represents the overall population of users at a 95% confidence level ±1.7%. Responses were received from 549 of the 1,220 FDLP libraries (45%), well distributed both geographically and across different types of libraries participating in the FDLP.

Use of libraries

- Over one third (38%) of all respondents used FDLP information resources at least six times per year, while a further one quarter (25%) used the resources at least twice per year.
- A strong majority (58%) of respondents used only one library, but 20% used more than one.
- Most respondents had heard about the library they used because of its proximity as a campus (59%) or local library (21%), but more than a quarter (28%) had become aware via the library's web site.

Purposes and resources used

- Academic research (65%), education (40%) and personal (33%) were the most frequently cited purposes for using FDLP resources, except in the government libraries segment, where law and legal practice (42%) and legislative process (26%) were also evidently important.

- Most-used types of information were historical materials (67%), statistics (66%), and current information (64%).
- Respondents used electronic-only mainly for documentation of a legal, legislative, or fiscal nature (15-23%); mixed electronic and electronic use was common; print-only usage was found to be highest for maps (22%) and for historical materials (18%).
- Online access to documents (51%), and the library web site (50%) were the services provided by FDLP libraries which were reported to be used 'frequently'.
- Alternative sources for US government information which were said to be used 'frequently' were Google (55%) and other internet-based services (49%).

Outcomes and satisfaction

- Respondents indicated strongly that outcomes matched their objectives, in that FDLP resources provided key information (79%), enabled the fulfillment of a purpose (75%), and added value to a piece of work (60%)
- Respondents also concurred with a number of positive statements about their experiences using FDLP resources, 'strongly agreeing' that they would recommend use of FDLP resources to colleagues/friends (55%) and that they would use FDLP resources again (55%).
- Challenges or problems which were identified related mostly to difficulty of use (57%), finding materials in library catalogs (53%), non-availability of preferred formats (46%), and gaps in library holdings (44%).
- Overall quality of resources and services was rated at least somewhat satisfactory by close to 85% of respondents, with 46% indicating they were extremely satisfied; dissatisfaction with any element of resources and services did not exceed 6%.

Suggestions and preferences

- Most-desired improvements included more materials online (50%), online tutorials to explain government activities (36%), and the retrospective extension of collections to include older historical materials (31%).
- As the preferred methods of delivery of information for their use, respondents placed e-mail alerts first (61%), followed by web postings (60%).

Segments

- Analysis of responses from the government library segment, from the public library segment and from the regional library segment revealed some differences of emphasis, albeit not dramatic differences (generally fewer than five percentage points).

Recommendations

Overall, the actions indicated most strongly by responses to the survey were the provision of more materials online, the provision of better finding tools, and the provision of more training to facilitate the use of complex and often difficult to find government information resources.

In greater detail, on the basis of the completed analysis of the user survey, Outsell considers that the following actions would be beneficial both in encouraging additional users to access government information and in improving services for existing users of FDLP resources. The suggestions are not in order of priority, as GPO and depository libraries will need to determine what is feasible in the light of their respective budget and operational factors. Outsell recommends GPO work in partnership with and with the support of Federal depository libraries to:

- Undertake more promotional activity, not just on the web, but also through library help desks and other local facilities in participating libraries;
- Increase training/tutorial activities both on the web and in participating libraries to assist users in finding Government documents on the web;
- Make more materials available in library collections and online; and
- Develop new tools to enhance access to and discoverability of Government information.

Federal Depository Libraries and survey results

- FDLP libraries which participated in the user survey can benefit from comparing their individual results against the overall survey results (which represent a benchmark of performance nationally), in order to assess what actions they might wish to take locally.
- FDLP libraries that did not have users respond to the survey can benefit as well by knowing what the benchmarks are and how they compare to respondents as a whole.
- All FDLP libraries can benefit by adopting the survey instrument as a template (modifiable according to particular circumstances or developments) for a continuing process of assessment of the performance and effectiveness of their individual libraries as measured against user outcomes and impacts.

Research findings

For convenience, although individual questions are repeated in the text below, a complete copy of the survey questionnaire, which shows its layout, is also included in this report as Appendix B.

Overall level of response

Users of 549 FDLP libraries in all US States, plus DC, and three overseas Territories responded to the survey, representing 45% of the 1,220 FDLP participating libraries. Of the 549 libraries, 76 had at least 10 respondents. The total number of users who responded was 3,305. Results from this survey can be viewed with a 95% accuracy level within a margin of ±1.7%. That is – the same survey will produce like results 95 out of 100 times. This accuracy level was more than sufficient to permit meaningful conclusions to be drawn from analyses.

Of the 3,305 respondents, 2,322 (70%) submitted the questionnaire from academic libraries, 684 (21%) from public libraries, 103 (3%) from government libraries, and two from special libraries. A further 194 (6%) respondents did not indicate the type of the library from which they were responding. Response fell off towards the end of the questionnaire, but the smallest number of respondents to any particular question was 2,283, which is entirely adequate for the purpose of analysis. In the analysis of by segment, no separate analysis was carried out for special libraries given the very small number of respondents.

Viewed from a different perspective, of the 3,305 respondents, 2,894 (87%) were from Selective FDLP libraries and 217 (7%) from Regional FDLP libraries, with the same 194 (6%) responses left uncategorized.

Response demographics by State/Territory

A total of 3,211 respondents provided information about the State/Territory and the individual library from which they were responding. Responses were received from every State and overseas Territory, as well as DC.

Although the distribution of responses, shown in Figure 1, below, is uneven, with just under a third of all responses coming from three states, namely Michigan (11%), Florida (11%), and New York (10%), a total of 2,224 responses were received from the rest of the country. Moreover, the five most populous states (California, Texas, New York, Florida, Illinois), which account for 36% of the total population, contributed 31% of responses.

Figure 1:
Question A.3 – Which FDLP library do you normally use (or, if you are an infrequent user, in which library did you hear about this survey)?

Total responses by State/Territory

State/Territory	%
AL	1.8%
AK	0.2%
AZ	2.1%
AR	0.6%
CA	3.1%
CO	0.4%
CT	1.2%
DE	0.1%
DC	0.5%
FL	10.5%
GA	3.4%
HI	0.03%
ID	0.3%
IL	4.4%
IN	1.2%
IA	1.4%
KS	2.2%
KY	0.6%
LA	3.9%
ME	0.5%
MD	1.4%
MA	0.6%
MI	10.9%
MN	1.2%
MS	0.3%
MO	2.7%
MT	0.1%
NE	1.0%
NV	0.3%
NH	0.2%
NJ	0.6%
NM	0.7%
NY	9.3%
NC	0.7%
ND	0.2%
OH	2.7%
OK	2.6%
OR	1.2%
PA	3.1%
RI	0.5%
SC	0.9%
SD	1.0%
TN	0.8%
TX	3.9%
UT	0.1%
VT	2.6%
VA	3.1%
WA	1.5%
WV	2.2%
WI	4.1%
WY	0.7%
AS	0.1%
GU	0.03%
PR	0.03%
VI	0.1%
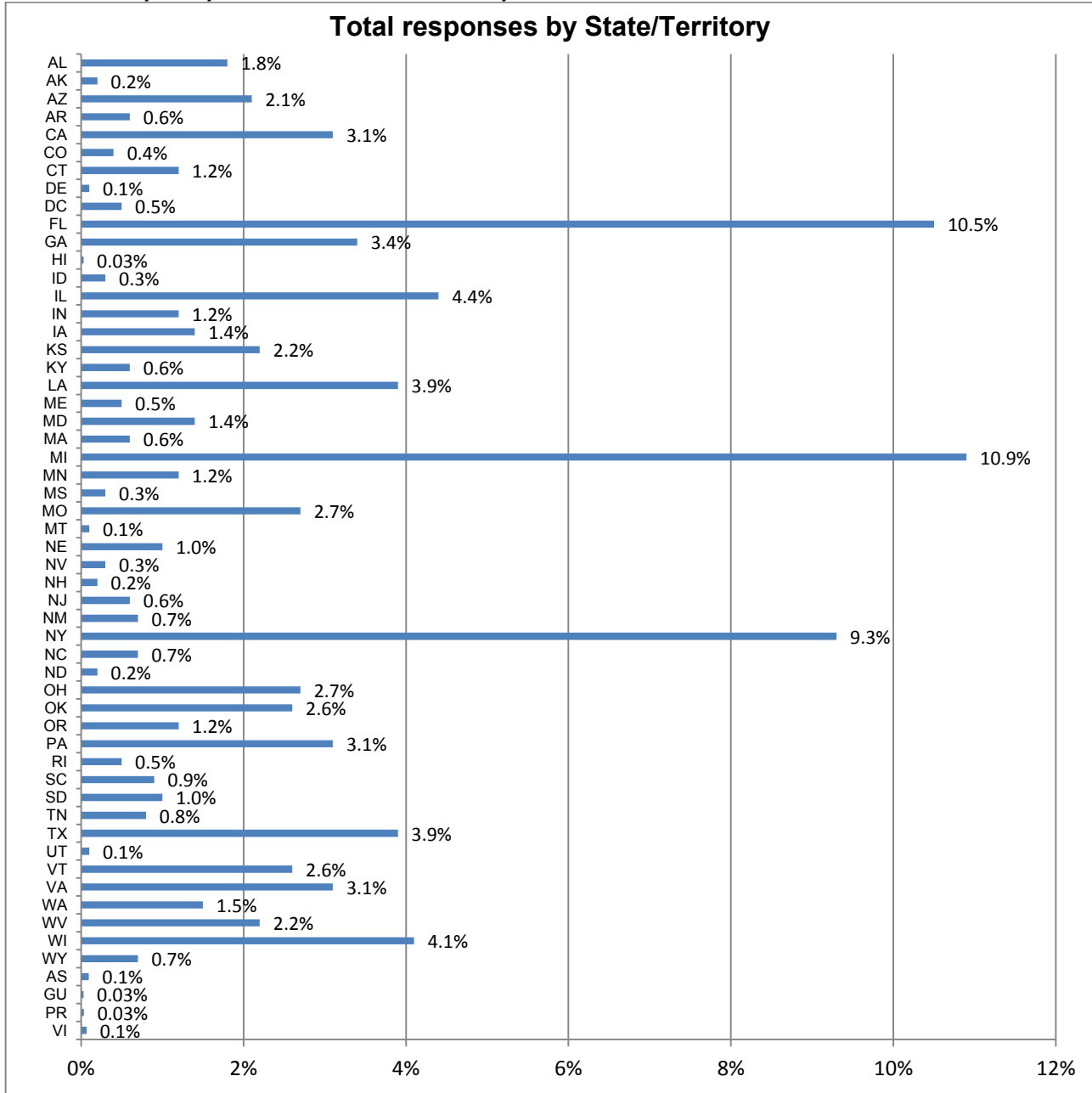
Base = 3,211

Respondents' usage patterns

Introductory questions in the survey (Section A) sought to establish respondents' patterns of usage. Respondents were then asked, in particular, to think about the purposes for which they were accessing resources made available by FDLP, so that subsequently they could answer questions concerning outcomes in the light of the objectives which they had had when using the information they retrieved.

Frequency of use

Responses to the first question, which concerned frequency of use, revealed that approaching two thirds (63%) of respondents used FDLP information resources at least twice per year (Figure 2). Furthermore, over one third (38%) used FDLP information resources at least six times per year. This finding suggests that a majority of respondents had at least some familiarity with the resources available, and may, therefore, have been both more motivated and better equipped to answer. Two contrasting consequences follow. On the one hand, responses from informed users are valuable, especially when making constructive suggestions for improvements. On the other hand, the responses of infrequent users, whose perceptions of barriers and problems might show how greater usage could be stimulated and facilitated, are likely to have been outweighed in the overall results. This possible bias is to some extent offset by the segmental analysis of responses from public libraries, where respondents were on the whole less frequent and less intensive users.

Figure 2:
Question A.1 – How often do you use print or online U.S. government information resources made available by a library which participates in the FDLP?

Frequency of use of US government information resources via FDLP: All respondents

- ■ Very frequently (more than 12 times a year)
- ■ Rather frequently (6-11 times a year)
- ■ Occasionally (2-5 times a year)
- ■ Infrequently (once a year or less)
- ■ Not sure if the library is a Federal depository library

24%
14%
25%
27%
10%
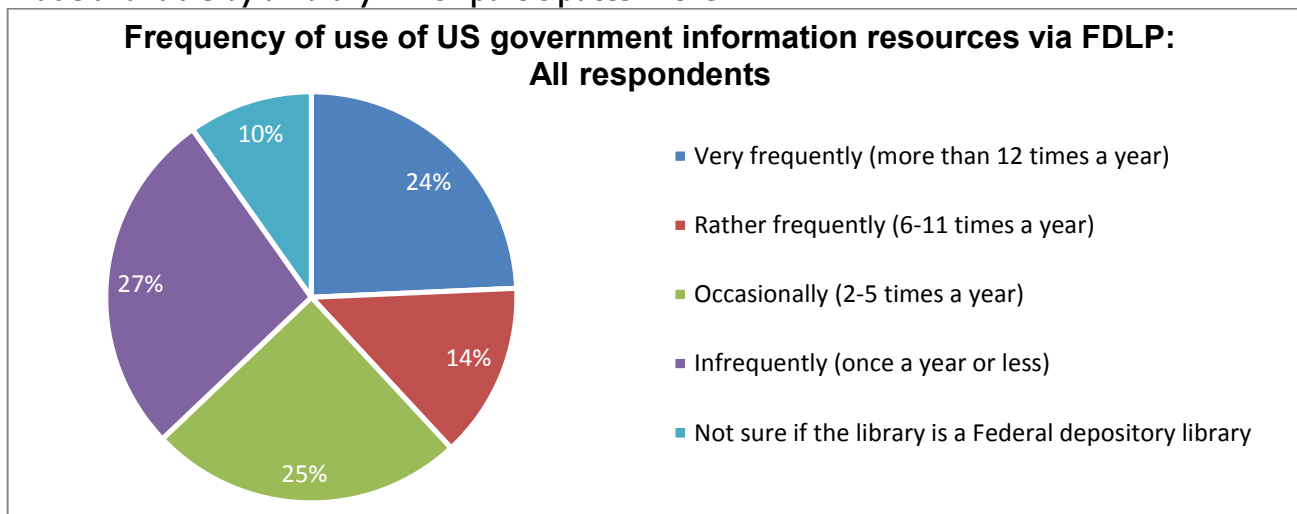
Base = 3,305

Number of FDLP libraries used

Not altogether surprisingly, the majority of respondents (58%) indicated that they use only the one FDLP library (Figure 3). Nevertheless, 20% of respondents were users of more than one FDLP library, indicating perhaps a greater degree of knowledge concerning FDLP resources amongst these particular respondents. Within the government segment, this proportion was significantly higher (36%). It is also worth observing that the apparently high number of respondents who answered 'not sure' to this question (22%) must necessarily include the 10% who, in response to the preceding question (Figure 2), were unsure whether the library they responded from was a FDLP library. Accordingly, the remaining 12% were only unsure as to how many libraries they used, so are likely to have used more than one, since they would be unlikely to be unsure if they only used one library.

Figure 3
Question A.2 – How many FDLP libraries do you use in order to access U.S. government information resources?

Number of FDLP libraries used: All respondents

- One
- Two
- Three
- Four
- More than four
- Not sure

22%
2%
1%
4%
58%
13%
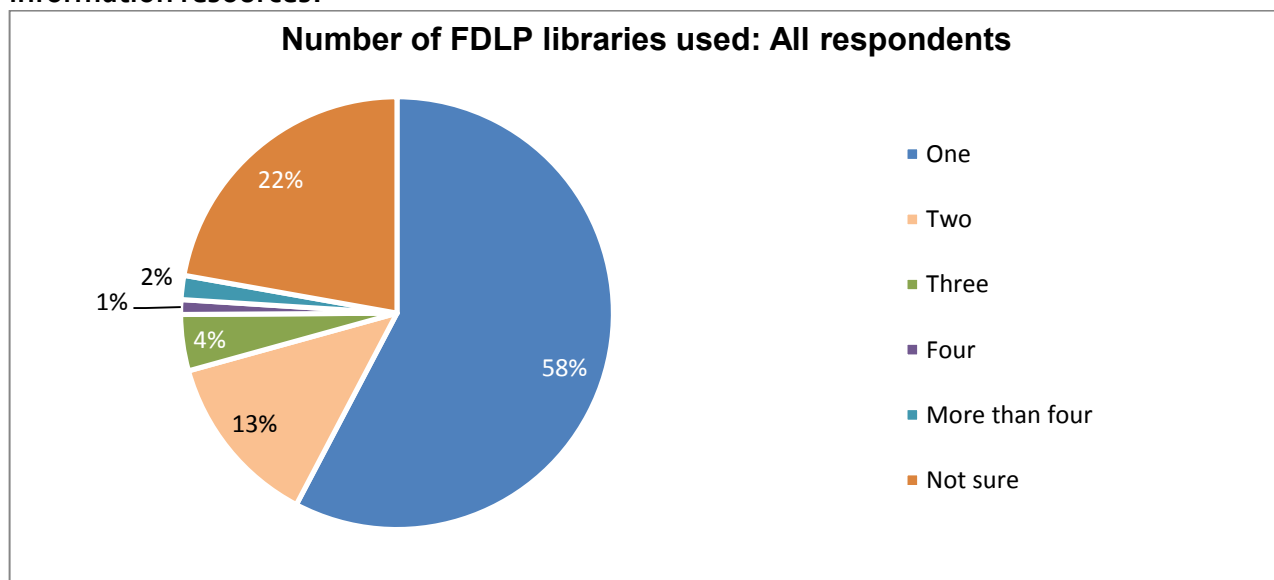
Base = 3,305

How respondents heard about FDLP library

Only four ways they heard about the depository library were mentioned by more than 10% of respondents (Figure 4). Moreover, of these responses, three appear to be related to proximity, that is, those which specify 'my campus library' and 'my local library', and those referring to 'promotional material from the library'.

Figure 4
Question A.4 – How did you hear about this Federal depository library?

How respondents heard about FDLP library: All respondents

Category	Percentage
It's in my campus library	59%
Library's web site	28%
It's in my local library	21%
Promotional material from the library	16%
Saw FDLP logo	7%
Google or other Internet search engine	4%
Referred from another library	3%
I work there/I'm a librarian	2%
Referred from the GPO	2%
From librarian/library staff	2%
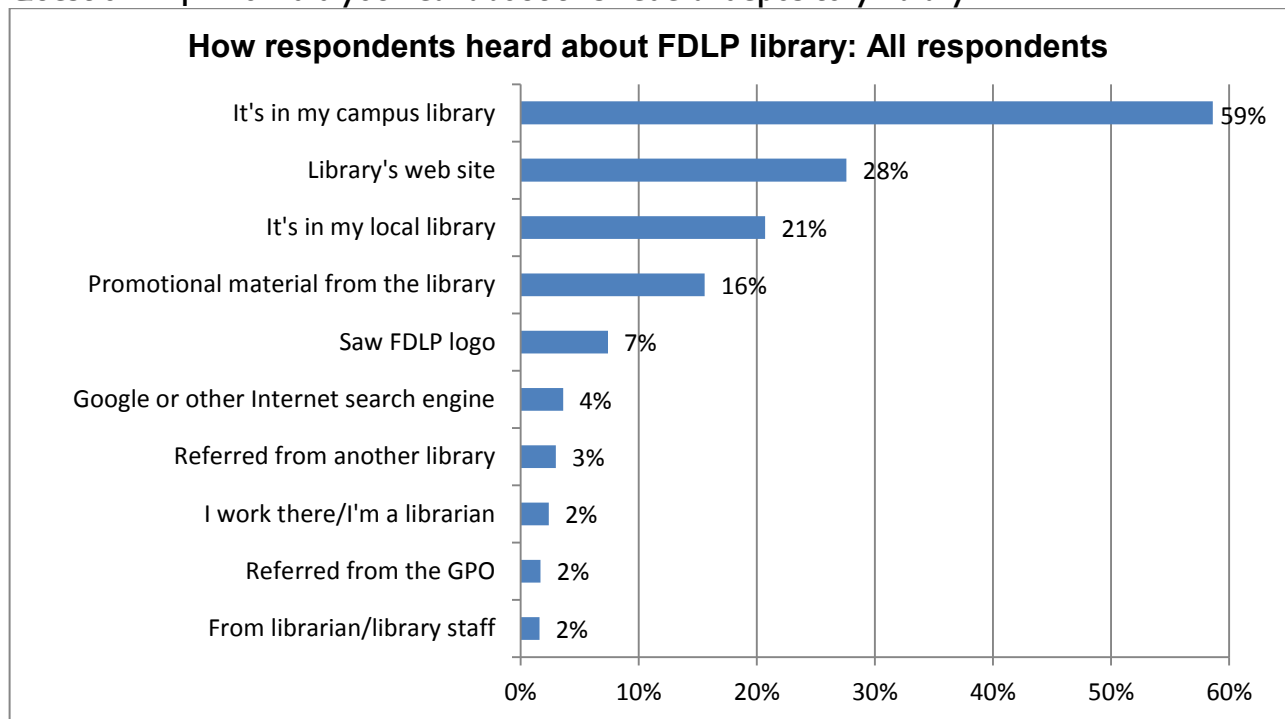
Base = 3,103; Note that respondents were invited to check all that applied, and consequently the percentages do not total more than 100%.

Apart from the library's web site, however, other referral mechanisms do not seem to have been particularly effective.

Purpose of using FDLP resources

A wide diversity of purposes for users accessing FDLP resources was revealed by responses to this question (Figure 5). Of the purposes acknowledged, academic research (65%), education (40%), and personal (33%) were most frequently cited. Given the preponderance of survey respondents from academic libraries (70%), this finding is not surprising. All other purposes were indicated by fewer than 20% of respondents.

Figure 5
Question A.5 – How would you characterize the purpose(s) of your use of U.S. government information resources made available by a library which participates in the FDLP?

Purpose of using resources available via FDLP: All respondents

Category	Percent
Academic research	65%
Education	40%
Personal	33%
Health & safety	18%
Law and Legal practice	17%
Scientific or Technical Information	15%
Legislative process	15%
Demography: urban, regional, rural planning	14%
Environment	14%
Business/commercial	13%
Civic participation	13%
Consumer product safety	12%
Agriculture/fisheries	7%
Charity work	6%
Land use, mining, minerals, oil	5%
Transact business with the government	4%
Lobbying	3%

Base = 3,058; Note that respondents were invited to check all that applied, and consequently the percentages do not total more than 100%.

Respondents' frequency of use of print/tangible and online resources

Questions A6 and A7 of the survey questionnaire were analyzed together in order to focus specifically on respondents who actually used each of the information types, after factoring out respondents who did not use them at all (and who therefore answered 'Never' to both questions). Hence, the base for each type of information was a subset of the total number of respondents, which varied between 1,317 and 2,209 according to type of information.

Question A.6 – How often do you use each of the following types of _PRINT_ or _TANGIBLE_ information resources provided by a FDLP library?

Question A.7 – How often do you use each of the following types of ONLINE information resources provided by a FDLP library?

The chart below (Figure 6) suggests that, apart from 'statistics' and 'agency reports', most respondents used what might be termed more general information materials, such as 'historical materials', 'current information' 'consumer information', and 'directories/handbooks/manuals', while documents of a legal, legislative and fiscal nature were used by fewer respondents.

Figure 6
Respondents' use of different types of government information.

Use of types of information: All respondents

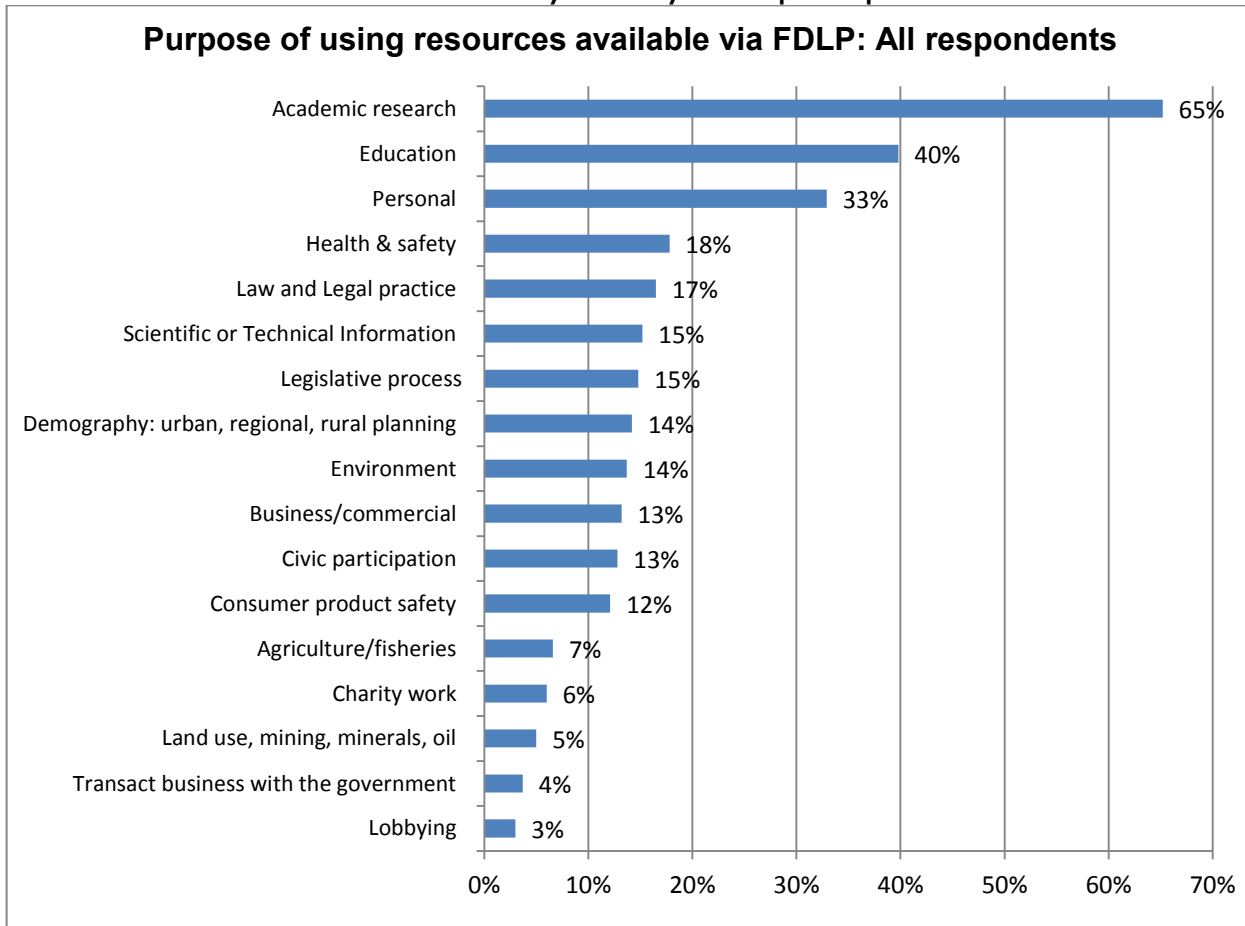| Type of information	Percentage
Historical materials	67%
Statistics	66%
Current information	64%
Agency reports on various topics	61%
Consumer information	61%
Directories/handbooks/manuals	60%
Laws	58%
Maps	58%
Court decisions	54%
Results of government-funded research	53%
Regulations	53%
Congressional hearings/documents/reports	52%
Congress, Proceedings/floor action	47%
Presidential addresses/orders/proclamations	46%
Appropriations/Budget	40%

Base = 3,305; Note that respondents were invited to check all that applied, and consequently the percentages do not total more than 100%.

Figure 7, below, shows to what extent respondents used print/tangible resources as opposed to electronic resources or a mix of both. Interestingly, in terms of the usage of electronic resources, the picture presented is very roughly a reversal of the picture in the previous chart (Figure 6). The outcome will, however, have been influenced by which materials are actually available in electronic form, since, for example, historical materials are more likely to be only available in print, while more recent documents will be available electronically.

Figure 7: Respondents' use of print/tangible and electronic resources for each type of government information.

Use of print/tangible and electronic resources: All respondents

Category	Print only	Print & online	Online only
Appropriations/Budget	17%	60%	23%
Presidential addresses/orders/proclamations	17%	62%	21%
Congress, Proceedings/floor action	17%	64%	19%
Results of government-funded research	15%	67%	19%
Regulations	15%	67%	18%
Court decisions	17%	65%	18%
Congressional hearings/documents/reports	17%	66%	17%
Consumer information	15%	69%	16%
Laws	16%	69%	15%
Directories/handbooks/manuals	17%	68%	15%
Current information	14%	72%	15%
Agency reports on various topics	16%	70%	14%
Maps	22%	65%	13%
Statistics	14%	73%	13%
Historical materials	18%	73%	9%

Base = 1,317-2,209. (In the following, the figure given is the number of responses per statement: Historical materials 2,209; Statistics 2,182; Maps 1,915; Agency reports on various topics 2,031; Current information 2,113; Directories/handbooks/manuals 1,990; Laws 1,933; Consumer information 2,022; Congressional hearings/documents/reports 1,733; Court decisions 1,794; Regulations 1,749; Results of government-funded research 1,764; Congress, Proceedings/floor action 1,546; Presidential addresses/orders/proclamations 1,523; Appropriations/Budget 1,317).

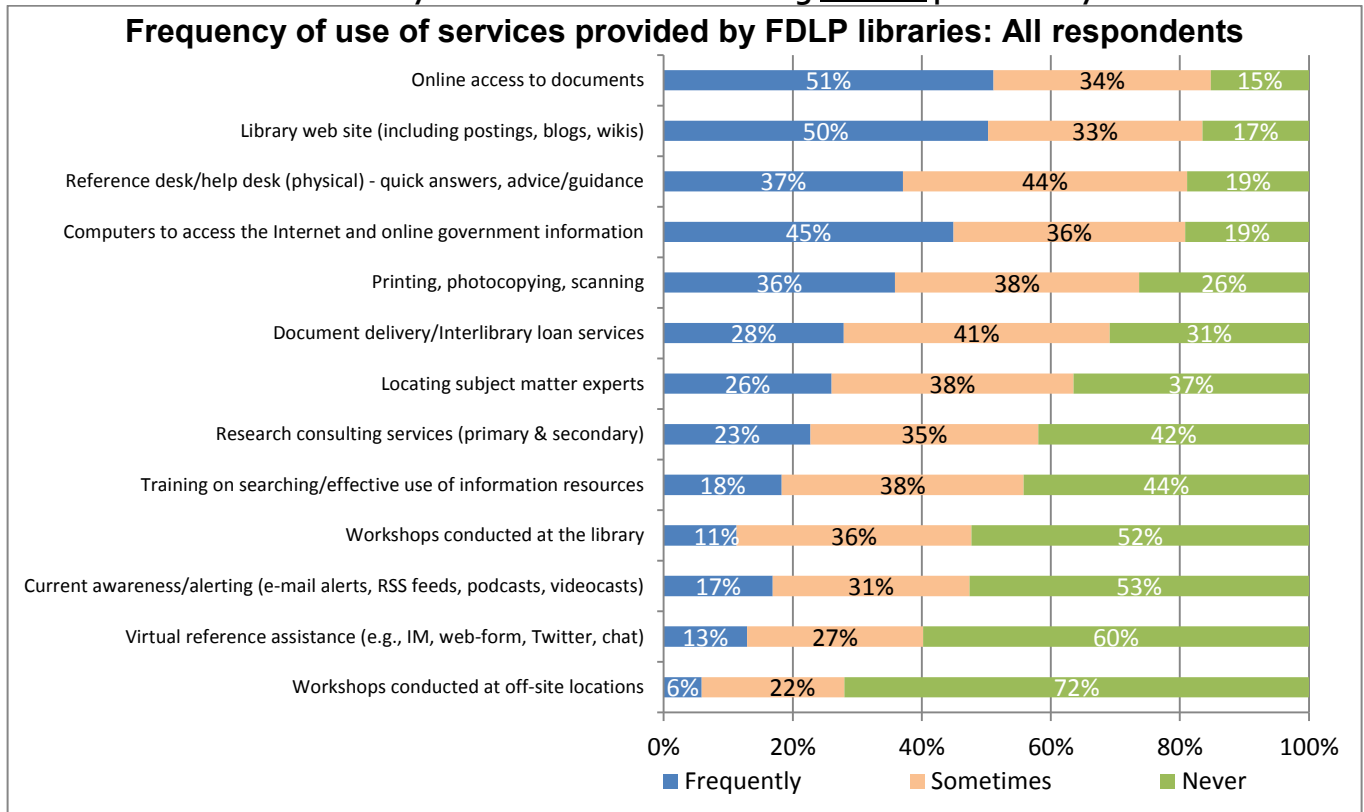As is clear from Figure 7, it is mainly documents of a legal, legislative and fiscal nature where use of electronic-only exceeds use of print-only, with information on appropriations/budget topping the electronic-only list with 23%. Electronic-only use of consumer information, current information, and results of government-funded research also exceeded print-only use. There is, nevertheless, still a strong majority of respondents (60%+) who indicated that they use both electronic and print media. Types of information where use of print-only noticeably exceeds use of electronic-only include maps (22% print-only) and historical materials (18%).

Respondents' frequency of use of library services

Online access to documents and the library web sites were frequently used by a majority of respondents (51% and 50% respectively), as well as being used sometimes by a further third of respondents (34% and 33%). Beyond that, several other services, mostly 'standard' library services, were evidently used at least sometimes by FDLP users. Four services were never used by a majority of respondents, the least used being off-site workshops (never used by 72% of respondents).

Figure 8
Question A.8 – How often do you use each of the following _services_ provided by FDLP libraries?

Frequency of use of services provided by FDLP libraries: All respondents

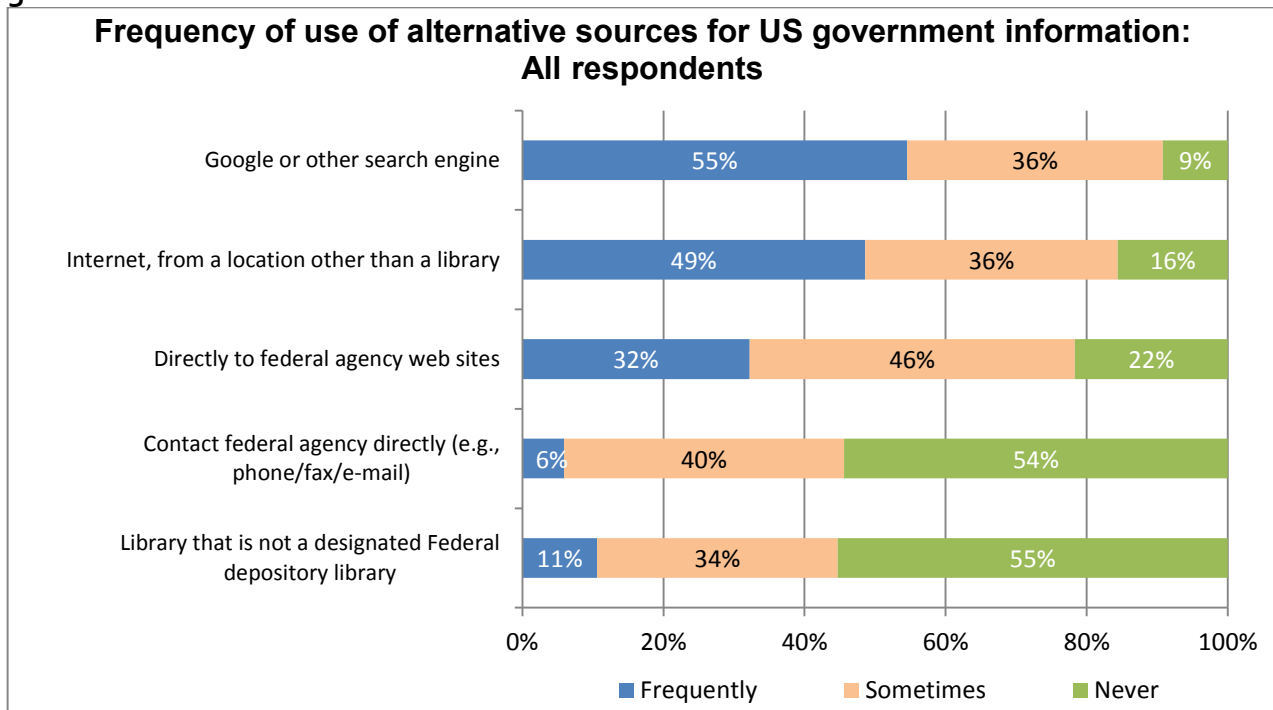| Service	Frequently	Sometimes	Never
Online access to documents	51%	34%	15%
Library web site (including postings, blogs, wikis)	50%	33%	17%
Reference desk/help desk (physical) - quick answers, advice/guidance	37%	44%	19%
Computers to access the Internet and online government information	45%	36%	19%
Printing, photocopying, scanning	36%	38%	26%
Document delivery/Interlibrary loan services	28%	41%	31%
Locating subject matter experts	26%	38%	37%
Research consulting services (primary & secondary)	23%	35%	42%
Training on searching/effective use of information resources	18%	38%	44%
Workshops conducted at the library	11%	36%	52%
Current awareness/alerting (e-mail alerts, RSS feeds, podcasts, videocasts)	17%	31%	53%
Virtual reference assistance (e.g., IM, web-form, Twitter, chat)	13%	27%	60%
Workshops conducted at off-site locations	6%	22%	72%

Base = 2,695 on all lines

Respondents' use of alternative sources

Internet-provided services (i.e. 'Internet from a location other than a library' and 'Directly to federal agency web sites') were the alternative sources most cited by respondents, while sources which required effort which was not computer-related were cited by fewer than 50% of respondents and frequently used by only around 10% or fewer. The only slightly surprising result was that as many as 9% of respondents claimed never to use 'Google or other search engine'.

Figure 9
Question A.9 – How often do you go elsewhere (i.e. other than a FDLP library) to use U.S. government information resources?

Frequency of use of alternative sources for US government information: All respondents

Source	Frequently	Sometimes	Never
Google or other search engine	55%	36%	9%
Internet, from a location other than a library	49%	36%	16%
Directly to federal agency web sites	32%	46%	22%
Contact federal agency directly (e.g., phone/fax/e-mail)	6%	40%	54%
Library that is not a designated Federal depository library	11%	34%	55%

Base = 2,682 on all lines

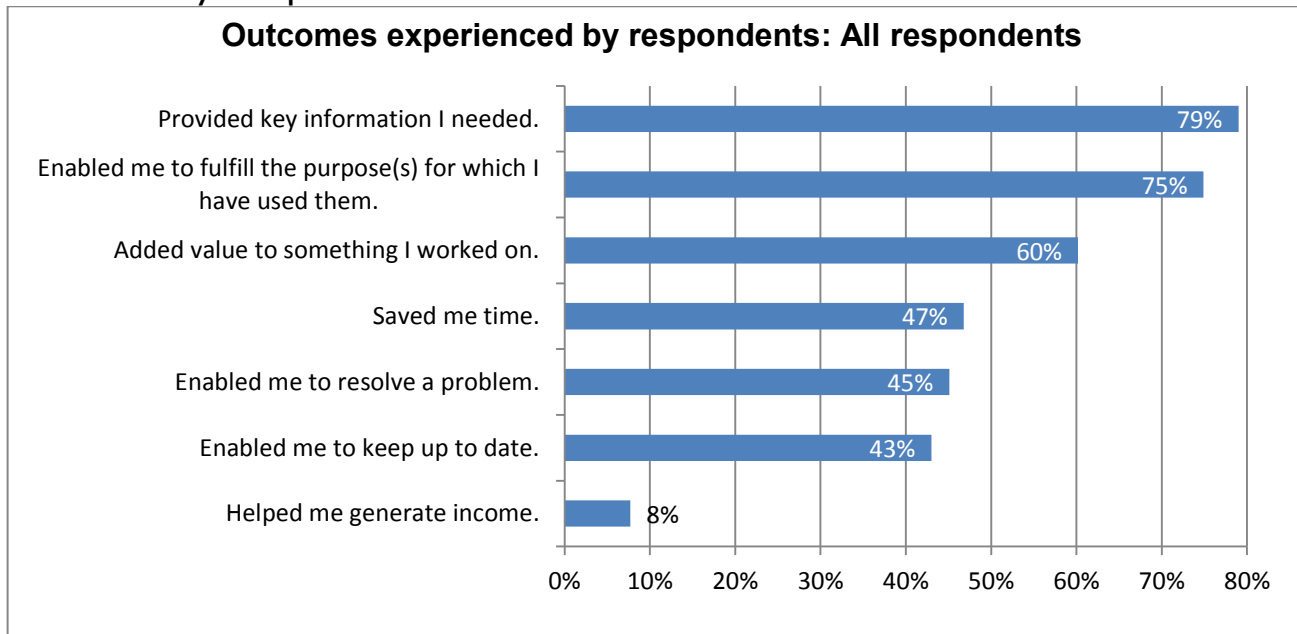## Respondents' outcomes and perceptions of value and performance

The core, so to speak, of the survey questionnaire (Section B) sought to elicit from respondents how well outcomes realized through the use of FDLP resources matched their objectives, as well as how satisfied they were with FDLP services, what problems they may have encountered, what suggestions they had for improvement, and what their delivery preferences were.

Outcomes experienced by respondents

A strong majority of respondents (>60%) indicated that access to FDLP resources had provided key information, enabled the fulfillment of a purpose, or added value to a piece of work. On the other hand, 'helped with generation of income' was reported to have been experienced by only 8% of respondents. This finding, however, should not be surprising given the purposes which were most often mentioned by respondents (Figure 5, above), where the list was headed by academic research, education, and personal.

Figure 10
Question B.1 – Which of the following <u>outcome(s)</u> of your use of FDLP information resources and services have you experienced?

Outcomes experienced by respondents: All respondents

|	
Provided key information I needed.	79%
Enabled me to fulfill the purpose(s) for which I have used them.	75%
Added value to something I worked on.	60%
Saved me time.	47%
Enabled me to resolve a problem.	45%
Enabled me to keep up to date.	43%
Helped me generate income.	8%

Base = 2,663; Note that respondents were invited to check all that applied, and consequently the percentages do not total more than 100%.

Perceptions of value of FDLP information resources

As another measure of the degree to which respondents' outcomes had fulfilled their purposes in using FDLP resources, respondents were asked to record their agreement or disagreement with five statements. Here (Figure 11), active agreement with positive statements (that is, respondents who strongly agree plus those who somewhat agree) did not fall below 74%, while in respect of two of the five positive statements (recommendation to a colleague/friend, and intention to reuse) over 50% of respondents were strongly in agreement. In no case was any level of active disagreement (that is, respondents who strongly disagree plus those who somewhat disagree) recorded by more than 5% of respondents.

Figure 11
Question B.2 – Bearing in mind both the <u>purpose(s)</u> and the <u>outcome(s)</u> of your use of FDLP resources and services, to what extent do you agree/disagree with the following statements?
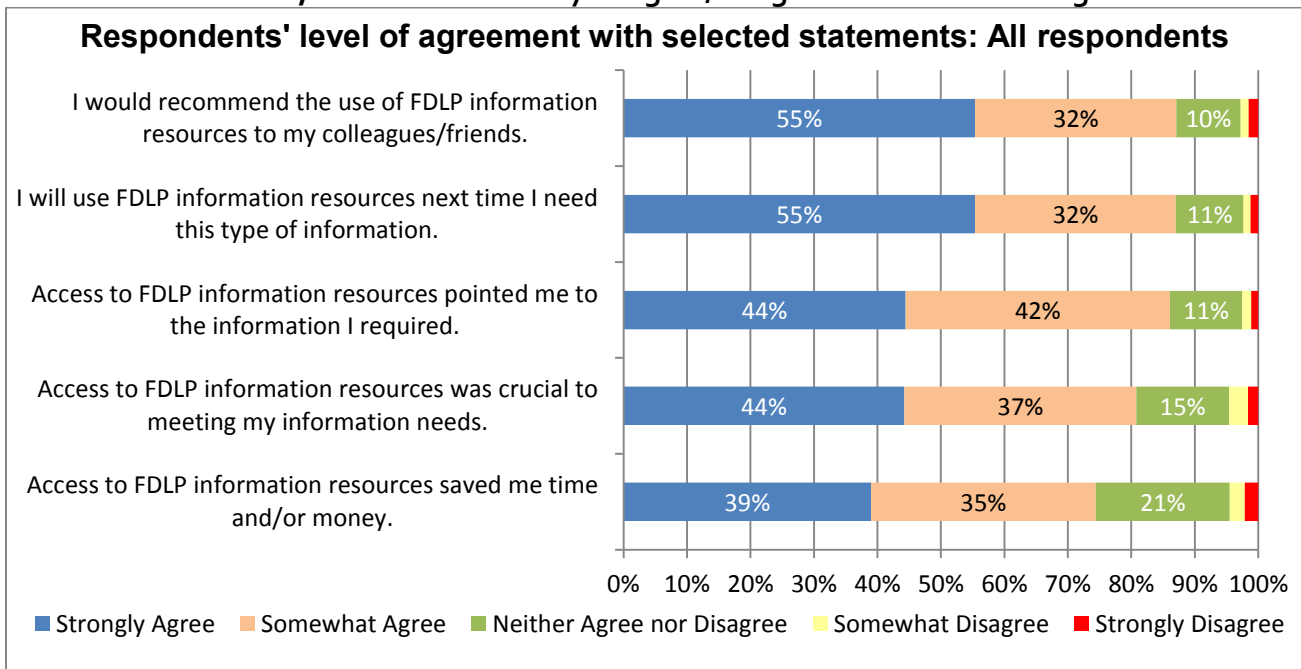
Base = 2,387-2,455. (In the following, the figure given is the number of responses per statement: I would recommend the use of FDLP information resources to my colleagues/friends 2,454; I will use FDLP information resources next time I need this type of information 2,455; Access to FDLP information resources pointed me to the information I required 2,435; Access to FDLP information resources was crucial to meeting my information needs 2,427; Access to FDLP information resources saved me time and/or money 2,387).
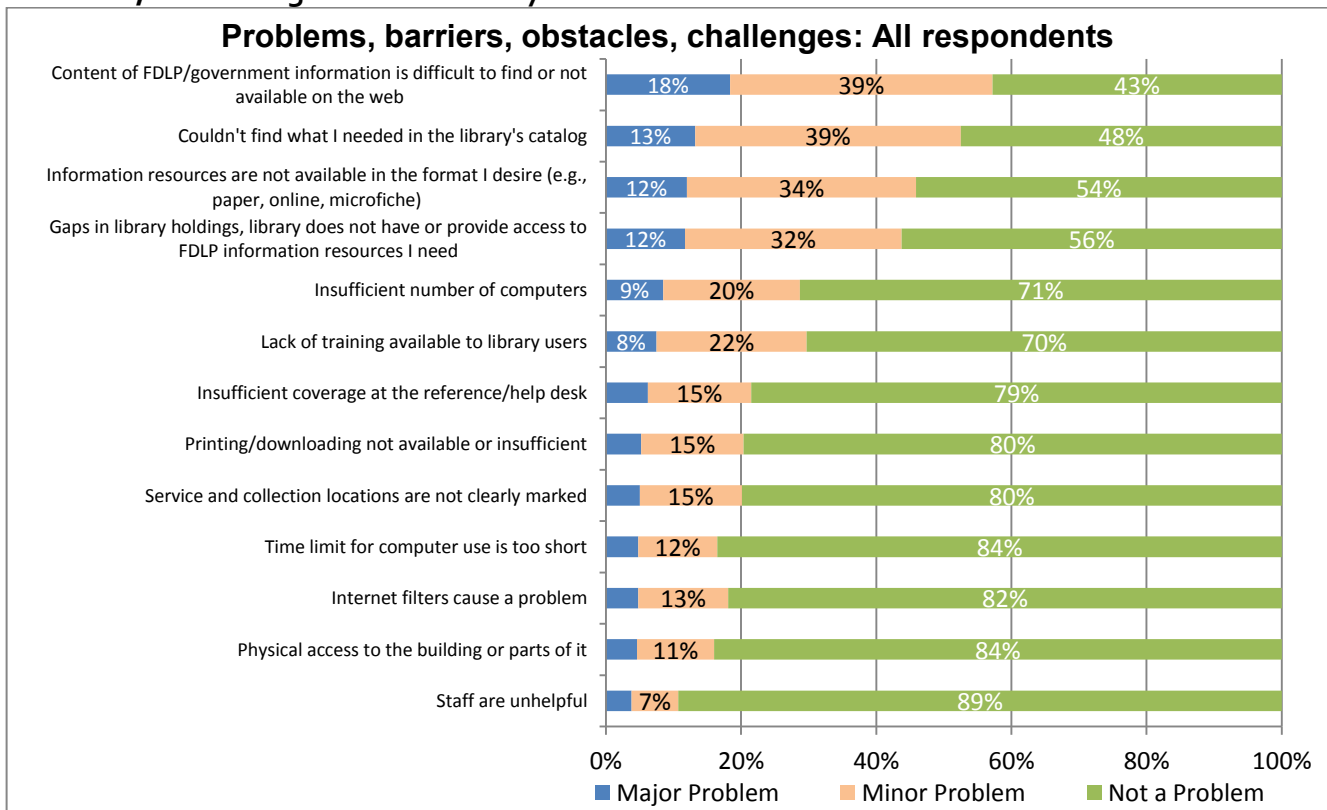
Problems, barriers, obstacles, challenges

Of 13 possible problems/barriers asked about in the survey, nine were deemed not to be a problem by over 70% of respondents (Figure 12). Nevertheless, all were considered to constitute at least a minor problem by over 10% of respondents, suggesting that some attention may be appropriate across the board.

The two most serious problems identified, which were considered at least a minor problem by over 50% of respondents and, within that proportion, considered to be a major problem by over 10% of respondents, were mostly related to finding materials, either via the catalog or on the web. Clearly, at this level, the perceived problems should be given serious attention, even though the remedies could be expensive.

Figure 12
Question B.3 – To what extent do you consider the following factors to be problems, barriers, obstacles, or challenges which hinder your use of FDLP resources and services?

Problems, barriers, obstacles, challenges: All respondents

	Major Problem	Minor Problem	Not a Problem
Content of FDLP/government information is difficult to find or not available on the web	18%	39%	43%
Couldn't find what I needed in the library's catalog	13%	39%	48%
Information resources are not available in the format I desire (e.g., paper, online, microfiche)	12%	34%	54%
Gaps in library holdings, library does not have or provide access to FDLP information resources I need	12%	32%	56%
Insufficient number of computers	9%	20%	71%
Lack of training available to library users	8%	22%	70%
Insufficient coverage at the reference/help desk		15%	79%
Printing/downloading not available or insufficient		15%	80%
Service and collection locations are not clearly marked		15%	80%
Time limit for computer use is too short		12%	84%
Internet filters cause a problem		13%	82%
Physical access to the building or parts of it		11%	84%
Staff are unhelpful		7%	89%

Base = 2,283-2,103. (In the following, the figure given is the number of responses per statement: Content of FDLP/government information is difficult to find 2,206; Couldn't find what I needed in the library's catalog 2,103; Information resources are not available in the format I desire 2,228; Gaps in library holdings, library does not have or provide access to FDLP information resources I need 2,103; Insufficient number of computers 2,257; Lack of training available to library users 2,171; Insufficient
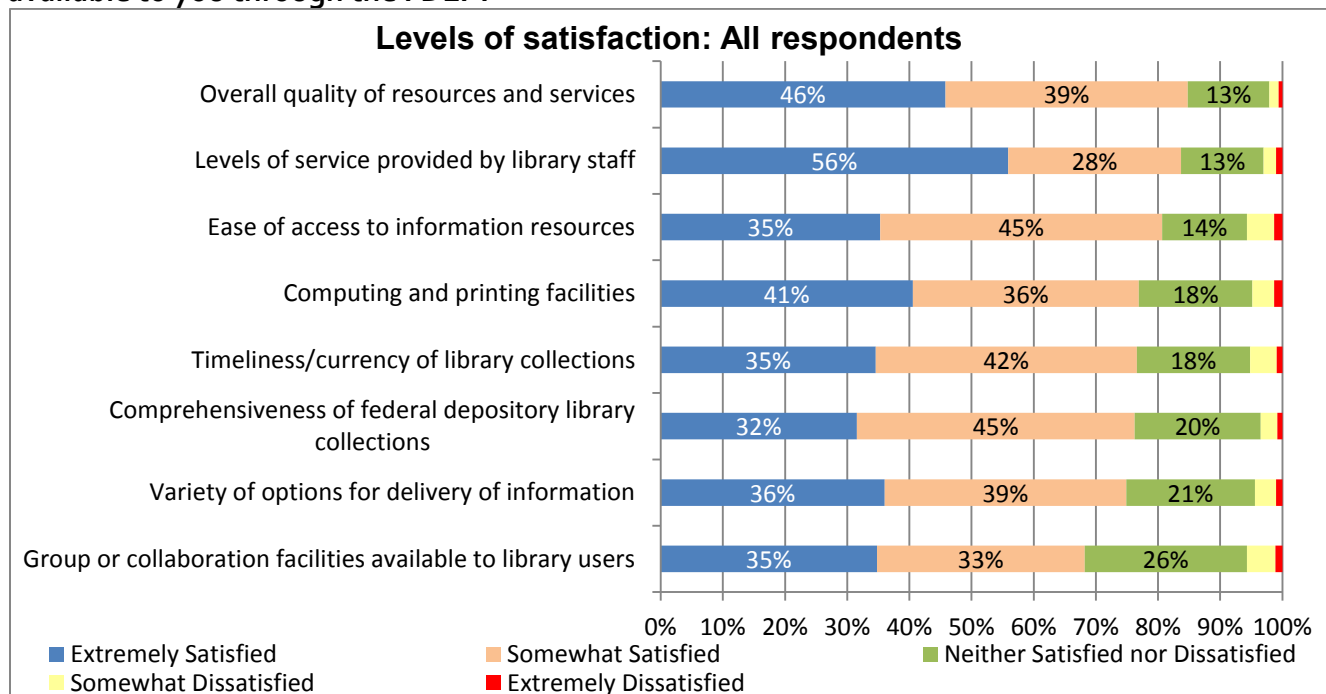
coverage at the reference/help desk 2,243; Printing/downloading not available or insufficient 2,231; Service and collection locations are not clearly marked 2,206; Time limit for computer use is too short 2,163; Internet filters cause a problem 2,147; Physical access to the building or parts of it 2,274; Staff are unhelpful 2,283).

Respondents' levels of satisfaction

Notwithstanding the existence of a number of issues calling for attention, as highlighted by the preceding question (Figure 12), the verdict of respondents on the overall quality of FDLP resources and services and on important performance indicators was very positive (Figure 13). Close to 85% of respondents considered FDLP resources and services overall at least satisfactory, within which figure 46% indicated extreme satisfaction, while active dissatisfaction (as opposed to absence of satisfaction or dissatisfaction) was recorded at only 2%.

None of the other seven important performance indicators achieved a positive satisfaction rating of less than 68%. The lowest level of positive satisfaction, at 68%, was for group/collaboration facilities, but here active dissatisfaction was still only 6%.

Figure 13
Question B.4 – How satisfied are you overall with the following aspects of resources and services available to you through the FDLP?

Levels of satisfaction: All respondents

Aspect	Extremely Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied
Overall quality of resources and services	46%	39%	13%
Levels of service provided by library staff	56%	28%	13%
Ease of access to information resources	35%	45%	14%
Computing and printing facilities	41%	36%	18%
Timeliness/currency of library collections	35%	42%	18%
Comprehensiveness of federal depository library collections	32%	45%	20%
Variety of options for delivery of information	36%	39%	21%
Group or collaboration facilities available to library users	35%	33%	26%

Legend: ■ Extremely Satisfied ■ Somewhat Satisfied ■ Neither Satisfied nor Dissatisfied ■ Somewhat Dissatisfied ■ Extremely Dissatisfied

Base = 2,289-2,056. (In the following, the figure given is the number of responses per statement: Overall quality of resources and services 2,281; Levels of service provided by library staff 2,255; Ease
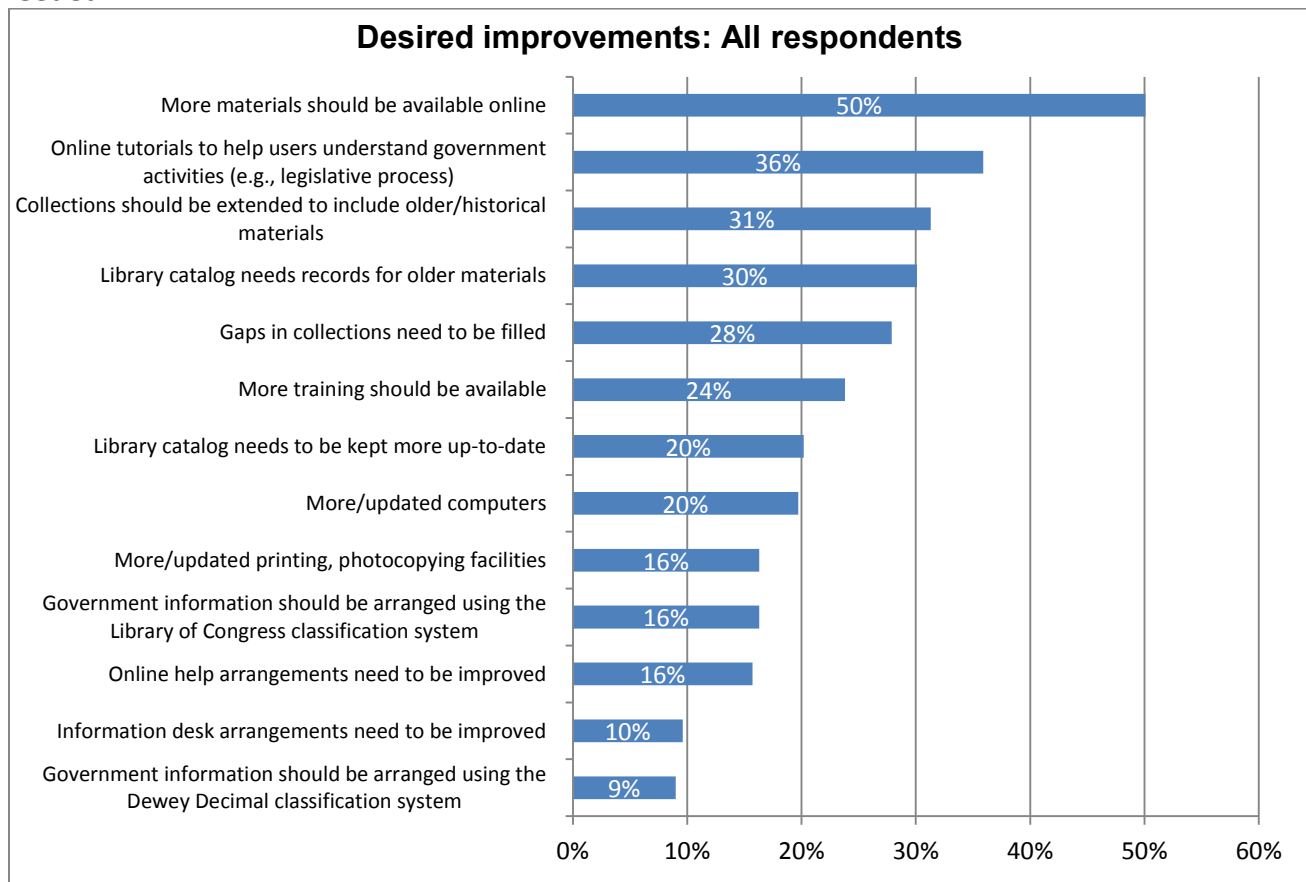
of access to information resources 2,289; Computing and printing facilities 2,198; Timeliness/currency of library collections 2,254; Comprehensiveness of federal depository library collections 2,220; Variety of options for delivery of information 2,242; Group or collaboration facilities available to library users 2,056).

Improvements suggested by respondents

Only one improvement was suggested by over half of all respondents (more materials should be available online) and one by more than a third (online tutorials to explain government activities). Three other more common suggestions (mentioned by over 25% of respondents) related to the availability/accessibility of content, namely, retrospective extension of collections and cataloging, and filling of gaps (Figure 14).

Figure 14
Question B.5 – In your view, what other improvements/resources/supporting services are needed?

Desired improvements: All respondents

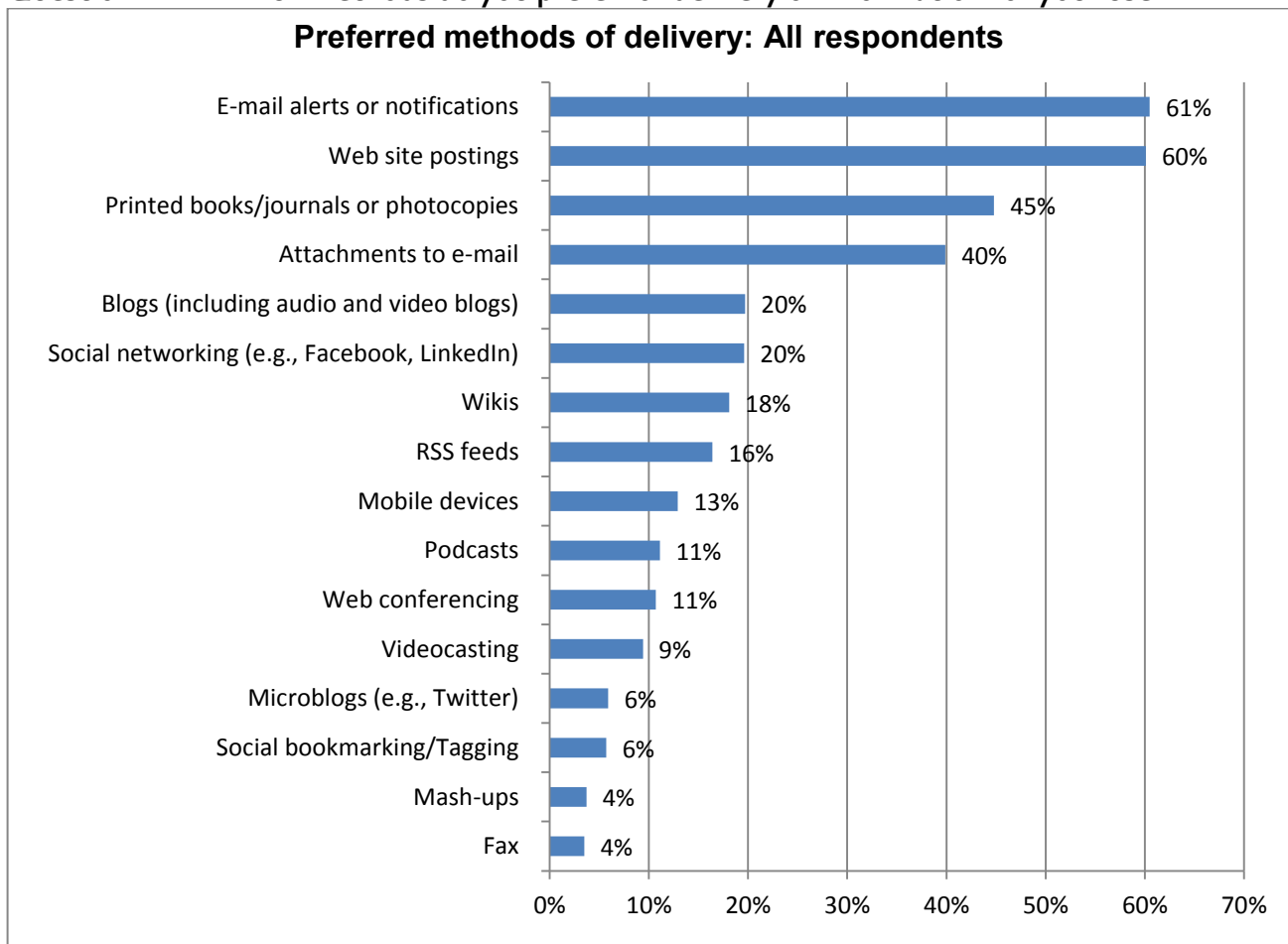| Improvement	Percentage
More materials should be available online	50%
Online tutorials to help users understand government activities (e.g., legislative process)	36%
Collections should be extended to include older/historical materials	31%
Library catalog needs records for older materials	30%
Gaps in collections need to be filled	28%
More training should be available	24%
Library catalog needs to be kept more up-to-date	20%
More/updated computers	20%
More/updated printing, photocopying facilities	16%
Government information should be arranged using the Library of Congress classification system	16%
Online help arrangements need to be improved	16%
Information desk arrangements need to be improved	10%
Government information should be arranged using the Dewey Decimal classification system	9%

Base = 2,460; Note that respondents were invited to check all that applied, and consequently the percentages do not total more than 100%.

Preferred methods for delivery of information

There was strong support (>60%) for e-mail alerts/notifications and for web site postings (Figure 15). Print was mentioned as a preferred delivery method by a significant minority (45%), with rather less support for e-mail attachments (40%). It is, however, striking that, although one of these four most popular preferences was for printed materials, the other three, including the top two, were for forms of electronic delivery. At 13%, support for mobile devices is suggestive of increasing prominence for this form of delivery. The bottom end of the list pretty much confirms the end of the era of fax delivery, which was selected by a mere 3.5% of respondents.

Figure 15
Question B.6 – Which methods do you prefer for delivery of information for your use?

Preferred methods of delivery: All respondents

Method	Percentage
E-mail alerts or notifications	61%
Web site postings	60%
Printed books/journals or photocopies	45%
Attachments to e-mail	40%
Blogs (including audio and video blogs)	20%
Social networking (e.g., Facebook, LinkedIn)	20%
Wikis	18%
RSS feeds	16%
Mobile devices	13%
Podcasts	11%
Web conferencing	11%
Videocasting	9%
Microblogs (e.g., Twitter)	6%
Social bookmarking/Tagging	6%
Mash-ups	4%
Fax	4%

Base = 2,458; Note that respondents were invited to check all that applied, and consequently the percentages do not total more than 100%.

Final free-text comments offered by respondents

At the end of the questionnaire, respondents were asked whether they would like to make any further comments on their experiences in using US government information resources made available by FDLP libraries:

Question C.1 – If you have any comments you would like to share regarding the FDLP or accessing U.S. government information/resources, please do so in the box below. Thank you.

A total of 323 respondents (just under 10% of all respondents) offered comments in response to this question. Selected comments are reproduced below by way of illustration of some of the views and concerns of some respondents. It must be borne in mind, however, that respondents to this question are self-selecting, so their views are not necessarily representative of the views of respondents as a whole. For example, complainants are often more vociferous than others. Nevertheless, some respondents have recorded helpful plaudits, notably in relation to staff. Awareness appears to be an issue, while the commonest request for improvement is for more materials to be available online.

Importance of access to government documents

- Access to government documents is crucial and I appreciate all that the FDLP has done. Thank you.
- As a taxpayer and consumer, I appreciate having this depository in my geographic location. Thank you!!
- FDLP is an important resource for students and citizens alike. Not all information is desirable in electronic format, and I feel that some information through the FDLP may be more useful in print. As more government information goes electronic, I am concerned about the archiving of such information for future generations.
- I believe that the FDLP is absolutely critical to democracy and citizen participation in government
- I think free and open access to government information is absolutely essential for a functioning democracy. Please keep this service going, and expand it if you possibly can. Our corporate kleptocracy certainly isn't going to provide this information to "we the people" unless there's a scandalous amount of profit in it for them.

Awareness

- Although I filled out the entire survey, I have to say that I had never heard of the Federal Depository Library Program. I answered the questions based on the assumption that what I do use is in fact the FDLP. But how do you know if the library has this service?
- I did not realize this program even existed, much less it is in many campus libraries. Is there any way to increase awareness and inform the public what this is and the usefulness of it?
- If our experience is at all typical, it seems that an important step would be making the public aware of what these resources are and that they're available.
- Thanks for putting the survey together, the FDLP is a valuable program and it's not advertised at all at our library.
- This survey response reflects that I was unaware of the FDLP, yet have been using aspects of it for years. I would strongly support promotional programs to make more people aware of this program.
- Use of the FDLP is not publicized in my local library, as far as I am aware. I am a reasonably frequent library patron.

Staff

- Appreciate the collection and helpful staff of my library.
- Fortunately, the main library staff are excellent -- they care and are well informed.
- I am extremely satisfied with the quality of our library staff to help me find whatever I need. However, I believe they are understaffed for a 4-year university, which results in occasional student, staff, and faculty needs not being met adequately.
- I especially appreciate the very helpful government publications librarian and assistant. They are very patient teachers -- so important because government documents are often very hard to find and understand.

Finance

- If the president [of the university] can spend $600,000 on his own private office renovations, why can't appropriate funds be allocated to the library? It is a shameful sight when a university puts the whims of a few over the needs of the students.
- I am quite certain libraries are receiving funding for allowing public access to their materials. However, I find A SINGLE computer on a non-ergonomic 28" x 18" table WITHOUT A CHAIR should not qualify a Depository to receive funding for providing "public" access.
- I don't think the government should be wasting the money printing all the gov docs. Have everything available on line and save so much money.
- I think the federal depository model is obsolete and should be discontinued in favor of a totally online environment. Too much money is spent duplicating efforts in print/online resources especially in managing the resources and catalog records.

Satisfaction

- I find so much more in one trip to the library than I would in an hour of online research.
- Thank you for sending the survey, it was the first contact that I ever personally had, and I'm an avid library user for the past 50 years in 5 different states.
- It is a great resource. Don't mess with it. Leave it alone. I could never rely upon news organizations and corporations for information about the government.
- Our library is thinking of dropping its depository status - I would hate to see this happen as I rely on their staff to help me find needed government information.

Dissatisfaction

- FDLP is a grossly outdated and costly system that should be scrapped. Just put every drop of government information online in the most user-friendly way. Get rid of all print. Cease any and all library relationships.
- Government websites/databases are clunky.
- I believe the FDLP has outlived its usefulness. GPO should stop shipping physical items and focus on getting and keeping documents easily available and locatable on the internet. If I need to find an electronic document I search Google UncleSam, the FDLP site design is not user-friendly.
- I use many FDLP in the Chicago area. I use the law libraries for legal research. I need access all year and during all hours. I am not a lawyer.   Many of the libraries refuse access if you are not a lawyer.
- Plus government servers are slower than Christmas, Hannukah, and Ramadan combined in many cases and not always compatible with browsers beyond the Microsoft monopoly.

Improvements

- I think more online materials, or more materials delivered electronically via the FDLP program would save costs and make separating documents collections from other collections unnecessary. It would also allow those libraries to reassign librarians in those areas to other service-areas of the library.
- Gaps in collections and outdated materials are my biggest complaint... Depts change names constantly and you can't find where the new publication is located.
- I hope that you will provide more historical sources online, e.g., early editions of the U.S. Statutes at Large, U.S. Code, CFR, US Supreme Court cases.
- I'm not sure I see the relevance of having so many physical libraries. I think the information should be available electronically, in an online repository, or a database.
- More historical data online, please! especially congressional and supreme court documents in their entirety. Thanks so much for providing such an essential service!

Analysis of findings by segment

In the sections which follow, attention is drawn to any significant variances which may be perceptible between different segments of the FDLP universe. Two separate types of segmentation were differentiated in the survey, as follows:

- Segmentation A: Academic, Government, Public, and Special libraries; and
- Segmentation B: Selective and Regional FDLP libraries.

Since academic libraries accounted for 75% of respondents according to Segmentation A, and selective FDLP libraries accounted for 93% of respondents according to Segmentation B, these segments clearly had a strong influence on the overall results of the survey. Consequently analysis of these segments revealed few significant variances from the overall results.

With a universe of only five libraries, from which only two responses were received in total, the special libraries segment is so small that no meaningful analysis could be carried out.

Academic libraries

Demographics

Users of 385 academic FDLP-participant libraries in 51 US States/Territories, plus DC, responded to the survey, representing 47% of the 812 academic libraries which submitted responses to the 2009 Biennial Survey. The total number of users who responded from these libraries was 2,322.

The distribution of responses was uneven. Over a third of all responses came from five states, namely New York (10%), Michigan (9%), Illinois (6%), Florida (5%), and Wisconsin (5%).

Usage patterns

Frequency of use of US government information resources via FDLP
Only a small variance was observable in the frequency of use reported by respondents in this segment. The proportion of respondents answering 'very frequently' or 'rather frequently' (i.e. at least six times per year) was higher by 1.5 to two percentage points in each case, whereas the proportion of those who were 'Not sure' was four percentage points lower.

Number of FDLP libraries used

Here, the proportion of respondents who used only one FDLP library (presumably the one on their campus – see below) was five percentage points higher than in the overall results, while the proportion of those who were 'Not sure' was five percentage points lower

How respondents heard about FDLP library

As might be expected, the proportion of respondents answering 'It's in my campus library' was much higher (77% compared with 59%). Those answering 'Library's web site' were slightly down, from 28% to 25%, and those answering 'It's in my local library' were down from 21% to 10%. All other means whereby respondents had heard about their FDLP library were within less than one percentage point of the overall results.
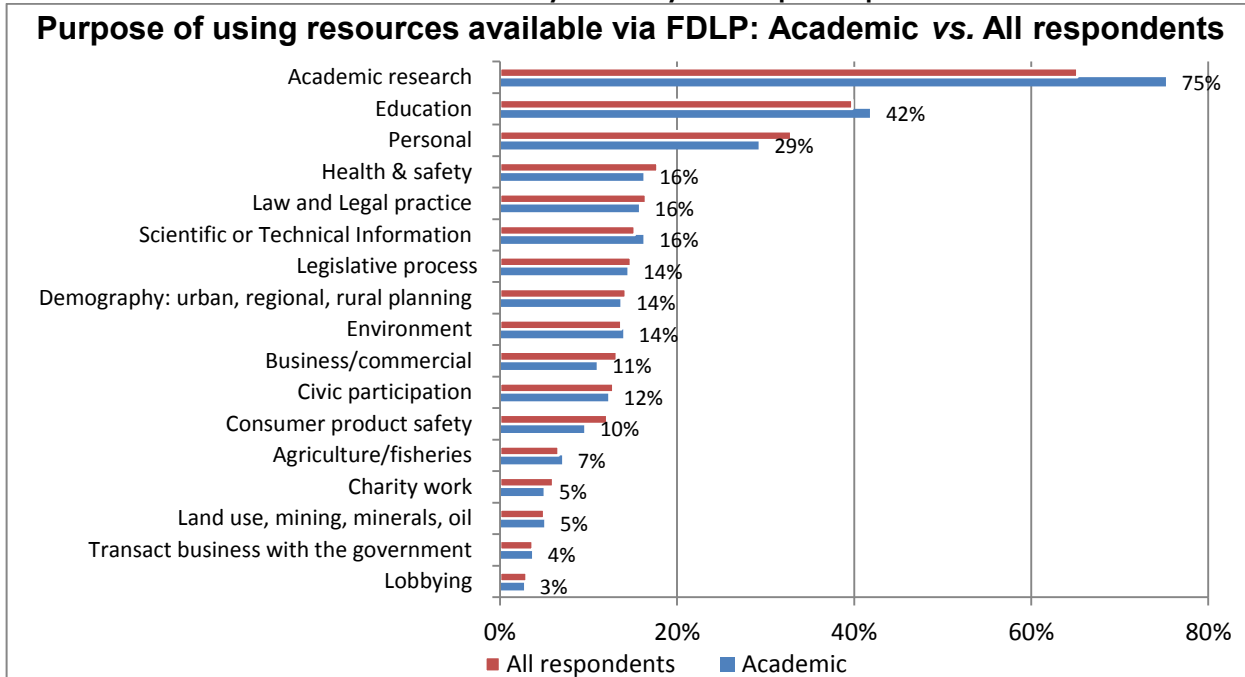
Respondents 'purposes

'Academic research' was given as a purpose by over 75% of respondents, as compared with 65% in the overall results. Similarly, 'Education' was up from 40% to 42%. 'Personal' was down from 33% to 29%. Results for other responses were close to the overall results, mostly within one percentage point.

Figure A1
Respondents' purposes: Academic *versus* All respondents
Question A.5 – How would you characterize the <u>purpose(s)</u> of your use of U.S. government information resources made available by a library which participates in the FDLP?
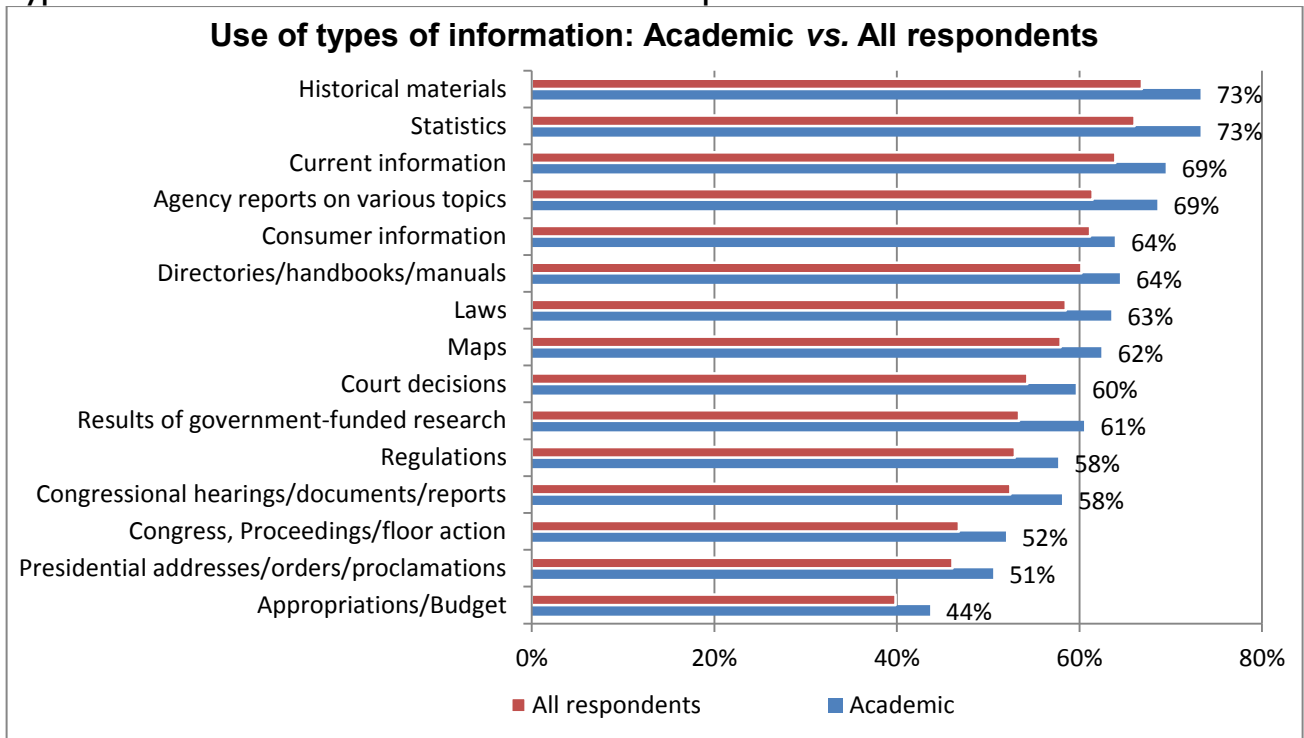

Purpose of using resources available via FDLP: Academic *vs.* All respondents

Purpose	Academic
Academic research	75%
Education	42%
Personal	29%
Health & safety	16%
Law and Legal practice	16%
Scientific or Technical Information	16%
Legislative process	14%
Demography: urban, regional, rural planning	14%
Environment	14%
Business/commercial	11%
Civic participation	12%
Consumer product safety	10%
Agriculture/fisheries	7%
Charity work	5%
Land use, mining, minerals, oil	5%
Transact business with the government	4%
Lobbying	3%

■ All respondents ■ Academic

Bases = All 3,058; Academic 2,271

Frequency of use of print/tangible and online resources

With minor differences only in the ranking order, determined by less than one percentage point in each case, respondents indicated that they used the same types of information as in the overall results. At the same time, however, the proportions of respondents indicating that they used particular types of information was in each case higher by three to seven percentage points than in the overall results, suggesting a wider range of information use by respondents in this segment.

Figure A2
Types of information used: Academic *versus* All respondents

Use of types of information: Academic *vs.* All respondents

Type	Academic
Historical materials	73%
Statistics	73%
Current information	69%
Agency reports on various topics	69%
Consumer information	64%
Directories/handbooks/manuals	64%
Laws	63%
Maps	62%
Court decisions	60%
Results of government-funded research	61%
Regulations	58%
Congressional hearings/documents/reports	58%
Congress, Proceedings/floor action	52%
Presidential addresses/orders/proclamations	51%
Appropriations/Budget	44%

■ All respondents ■ Academic

Bases = All 3,305; Academic 2,322

Similarly, use of electronic-only was comparable to the pattern perceived in the overall results, with only fractions of a percentage point determining the ranking order in several instances. As indicated elsewhere, this pattern of usage is likely to have been influenced by availability of materials in electronic form. Types of information most used as print-only were maps and historical materials.

Frequency of use of services

The ranking order of services according to frequency of use was almost exactly the same as for the overall results. Of the top four services, only 'Online access to documents' was cited as being used at

least sometimes by a slightly higher proportion of respondents (88% as compared with 85%), while the other three were within fewer than two percentage points different.

Frequency of use of alternative sources
Results here were very similar to those reported overall, with the proportions of respondents mentioning the top three alternative sources being within less than one percentage point of the overall results.
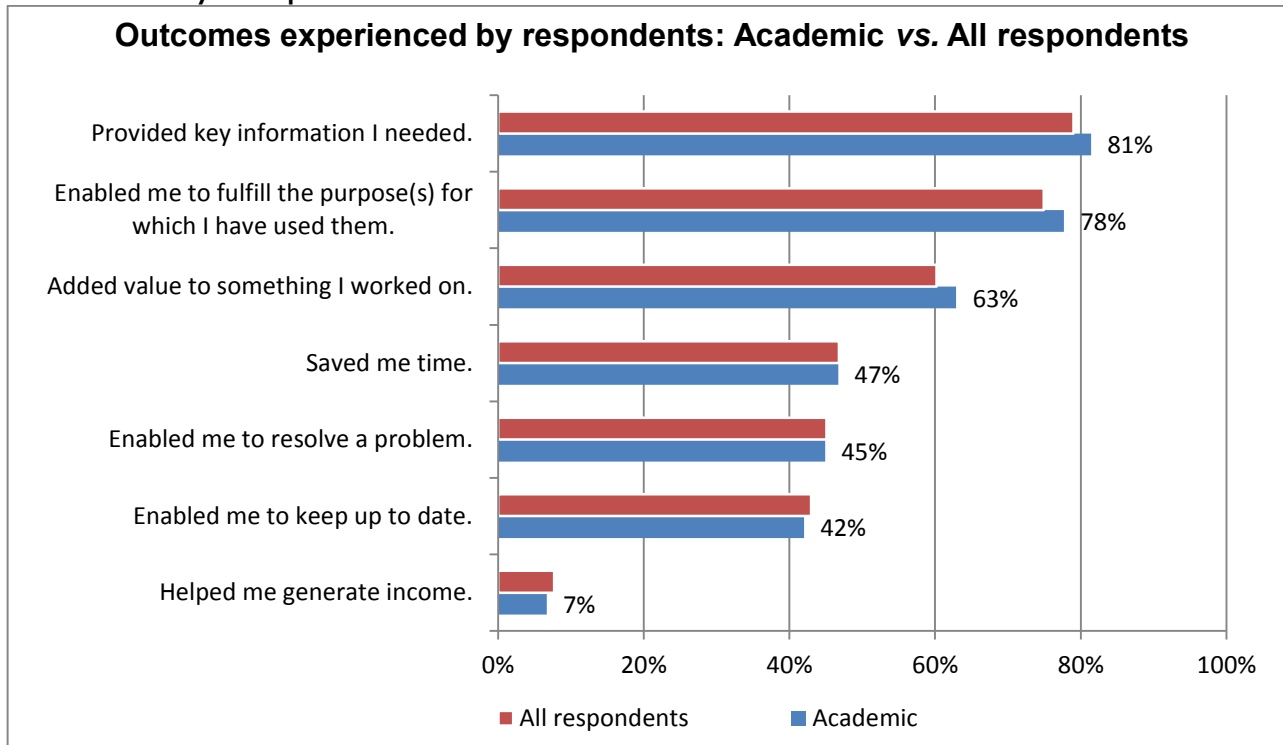
Outcomes and satisfaction levels

Outcomes experienced by respondents
Compared with the overall results, the order in which outcomes were ranked was the same. The proportion of respondents mentioning each of the top three, however, was higher by two to three percentage points, indicating that users of FDLP resources in academic libraries were getting value and achieving their desired outcomes slightly more than users in general.

Figure A3
Outcomes experienced by respondents: Academic *versus* All respondents
Question B.1 – Which of the following outcome(s) of your use of FDLP information resources and services have you experienced?

Outcomes experienced by respondents: Academic *vs.* All respondents

Outcome	Percentage
Provided key information I needed.	81%
Enabled me to fulfill the purpose(s) for which I have used them.	78%
Added value to something I worked on.	63%
Saved me time.	47%
Enabled me to resolve a problem.	45%
Enabled me to keep up to date.	42%
Helped me generate income.	7%

■ All respondents ■ Academic

Bases = All 2,663; Academic 2,010

Respondents' level of agreement with selected statements
Answers to this question, too, accorded very closely with the overall results. In fact, all of the percentages recorded were within one percentage point of the overall results.

Problems, barriers, obstacles, challenges
All four problems mentioned as a major problem by over 10% of respondents overall were also cited by similar proportions (within one percentage point) of respondents from academic libraries – that is, 'Content of FDLP/government information is difficult to find or not available on the web', 'Couldn't find what I needed in the library's catalog', 'Information resources are not available in the format I desire', and 'Gaps in library holdings, library does not have or provide access to FDLP resources I need'.

Levels of satisfaction
Again, levels of satisfaction were high, and similar to the overall results (within 1.5 percentage points).

Improvements
The same five improvements, in the same order, were suggested by over 25% of respondents as in the overall results.

Preferred delivery methods
Once again, the top four preferred delivery methods were the same as in the overall results. Print was still mentioned by a significant minority (45%).

Government libraries

Demographics

Users of 45 government FDLP-participant libraries in 28 US States/Territories, plus DC, responded to the survey, representing 38% of the 119 government libraries which submitted responses to the 2009 Biennial Survey. The total number of users who responded from these libraries was 103.

The distribution of responses was uneven. Over a third of all responses came from four states, namely Massachusetts (10%), Maryland (9%), New York (9%), and Arkansas (7%).

Although there were only 103 respondents from government libraries, some significant variances can be discerned as compared with the overall results. The results suggest that respondents in this small group were largely professional users concerned directly or indirectly with official business, including the law and legal practice, and are likely to have been more intensive users. While these impressions emerge strongly, however, the limited demographic data collected do not permit them to be definitively verified.

Usage patterns

Frequency of use of US government information resources via FDLP
A far higher proportion of respondents in this segment (42%) classified themselves as very frequent users, as compared with 24% in the overall results. The same percentage as in the overall results (14%) indicated that they used FDLP resources rather frequently. Infrequent users were down from 27% overall to 16% in this segment, while those who were unsure constituted only 7% of respondents, as compared with 10%.

Figure G1
Frequency of use of information resources via FDLP: Government *versus* All respondents
Question A.1 – How often do you use print or online U.S. government information resources made available by a library which participates in the FDLP?

Frequency of use of information resources via FDLP: Government *vs.* All respondents
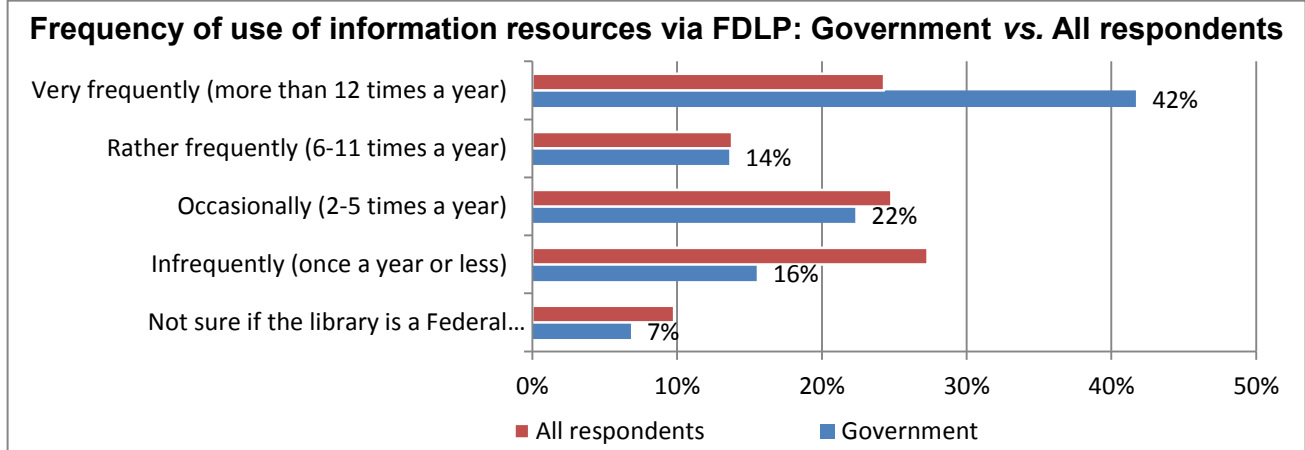
Bases = All 3,305; Government 103

Number of FDLP libraries used
Proportionately fewer respondents used only one library (51% compared with 58%), while those using more than one library were appreciably higher (36% compared with 20%). Those who were unsure constituted 14%, as opposed to 22%.

How respondents heard about FDLP library
Rather than 'my campus library', which topped the overall results (59%) because of the preponderance of respondents from academic libraries, the most frequently cited way of hearing about their FDLP library was simply 'my local library' (37%). After that, most cited were the library web site (36% compared with 28%) and promotional literature from the library (22% compared with 16%). All other ways of hearing about their FDLP library were mentioned by fewer than 12% of respondents.

Respondents' purposes
As might have been expected, respondents' purposes in this segment were noticeably different. 'Law and legal practice' was the most commonly mentioned purpose (42% as compared with 17% overall). At the same time, too, a significant proportion of respondents indicated 'academic research' as their purpose (38%), although this was a substantially lower proportion than in the overall results (65%). Other purposes given by more than 20% of respondents were 'personal' (27%), 'legislative process' (26%), and Education (24%).

Figure G2
Respondents 'purposes: Government *versus* All respondents
Question A.5 – How would you characterize the <u>purpose(s)</u> of your use of U.S. government information resources made available by a library which participates in the FDLP?
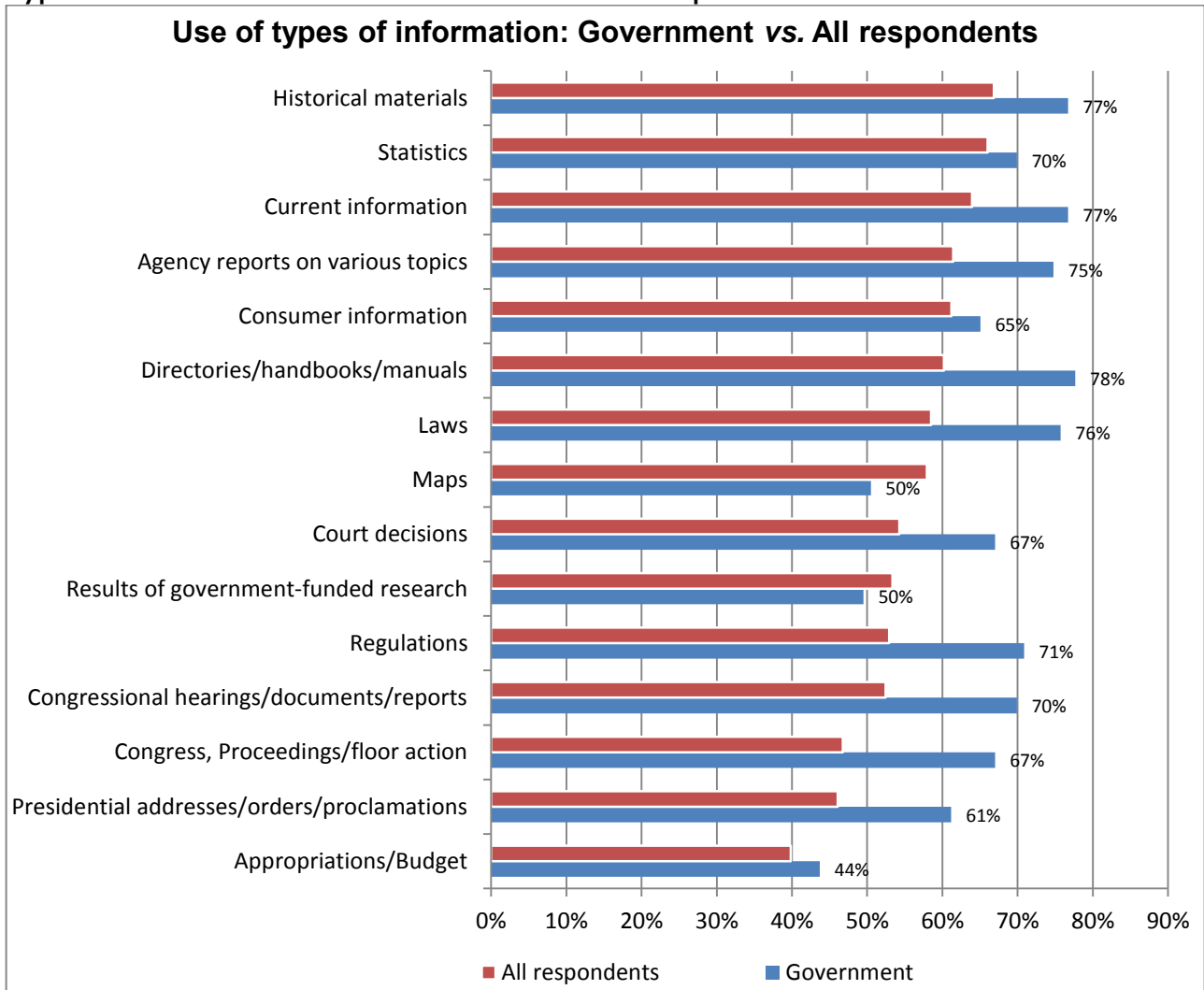
Purpose of using resources available via FDLP: Government *vs.* All respondents

Purpose	All respondents	Government
Academic research	65%	38%
Education	40%	24%
Personal	33%	27%
Health & safety	16%	14%
Law and Legal practice	16%	42%
Scientific or Technical Information	15%	17%
Legislative process	15%	26%
Demography: urban, regional, rural planning	10%	12%
Environment	13%	17%
Business/commercial	13%	17%
Civic participation	12%	18%
Consumer product safety	11%	10%
Agriculture/fisheries	7%	6%
Charity work	6%	9%
Land use, mining, minerals, oil	5%	5%
Transact business with the government	4%	3%
Lobbying	2%	1%

Bases = All 3,058; Government 100

Frequency of use of print/tangible and online resources

For almost all types of information, a higher proportion of responses was registered than in the overall results, often by a significant margin, suggesting that respondents in this sector had a wider range of interests than respondents overall. Directories/handbooks/manuals were most mentioned, whereas in the overall analysis they had been ranked sixth. Almost 78% of respondents mentioned this form of information as compared with 60% in the overall results. Current information was mentioned by 77% of respondents (64%), historical materials also by 77% (67%), and laws by 76% (58%). Only maps and results of government-funded research were mentioned less than in the overall results.

Figure G3
Types of information used: Government *versus* All respondents

Use of types of information: Government *vs.* All respondents

Type	Government
Historical materials	77%
Statistics	70%
Current information	77%
Agency reports on various topics	75%
Consumer information	65%
Directories/handbooks/manuals	78%
Laws	76%
Maps	50%
Court decisions	67%
Results of government-funded research	50%
Regulations	71%
Congressional hearings/documents/reports	70%
Congress, Proceedings/floor action	67%
Presidential addresses/orders/proclamations	61%
Appropriations/Budget	44%

■ All respondents   ■ Government

Bases = All 3,305; Government 103

The pattern of electronic-only usage was rather different in this segment than in the overall results. Just over 19% of respondents indicated that they used electronic-only for consumer information (compared with 16% in the overall results). Unsurprisingly, historical materials were used least in electronic-only form (8%). Most used in print-only were maps (23%).

Frequency of use of services
The five services mentioned by over 80% of respondents in the government segment were as in the overall results, although in a slightly different order. As in the overall results, 'online access to documents was mentioned most often. In fact 93% of respondents indicated that they used it at least sometimes (within which 49% used it frequently), compared with 85% overall. Users in this

segment, however, were evidently heavier users of help desk facilities, with 90% using them at least sometimes, compared with 81% overall. Use of computers to access information was also heavier (85% compared with 81%), as was use of printing, photocopying and scanning (81% compared with 74%). The library web site was used the same amount (83%) in both sets.

Frequency of use of alternative sources
Here, there was no difference in the order in which alternative sources emerged, but again respondents in the government segment used them at least sometimes more than respondents overall. Unsurprisingly, Google was mentioned most (95% compared with 91%), followed by the internet from other locations (91% compared with 84%), and direct use of federal agency web sites (91% compared with 78%).

Outcomes and satisfaction levels

Outcomes experienced by respondents
No difference in the order in which outcomes were ranked occurred here, but a greater proportion of respondents in this segment gave positive responses. 'Provided key information' was cited by 84% of respondents, as opposed to 79% in the overall results. Similarly, 'enabled me to fulfill my purpose' was mentioned by 82%, as opposed to 75%, and 'added value' by 63% as opposed to 60%.

Figure G4
Outcomes experienced by respondents: Government *versus* All respondents
Question B.1 – Which of the following <u>outcome(s)</u> of your use of FDLP information resources and services have you experienced?

Outcomes experienced by respondents: Government *vs.* All respondents

	All respondents	Government
Provided key information I needed.		84%
Enabled me to fulfill the purpose(s) for which I have used them.		82%
Added value to something I worked on.		63%
Saved me time.		47%
Enabled me to resolve a problem.		51%
Enabled me to keep up to date.		48%
Helped me generate income.		8%
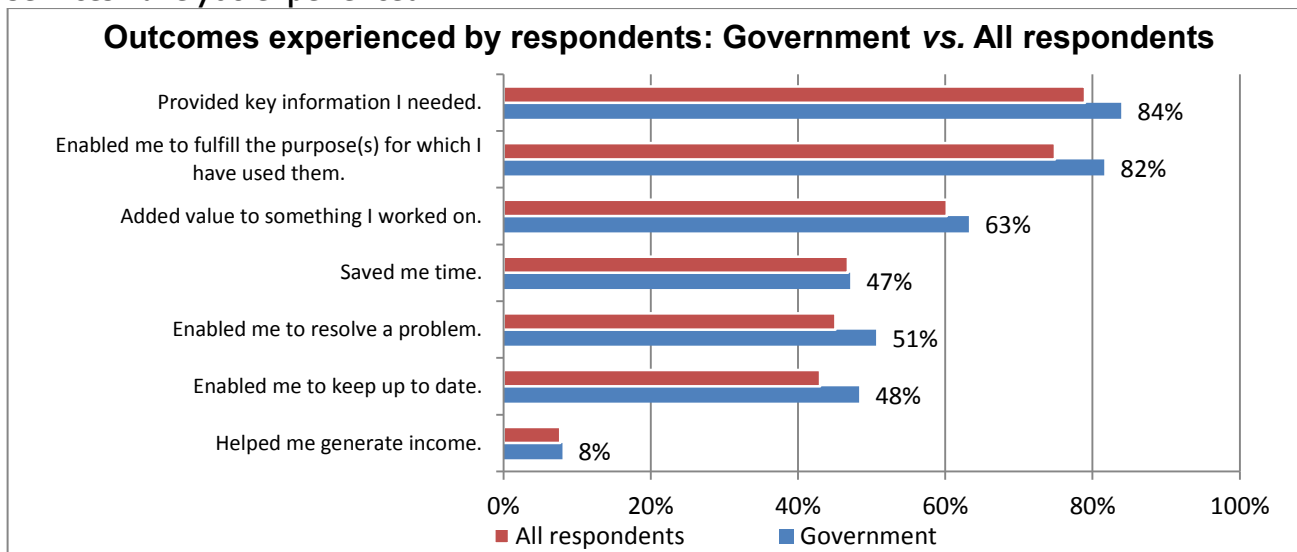
Bases = All 2,663; Government 87

Respondents' level of agreement with selected statements
Again, levels of agreement were stronger here than amongst respondents overall. Positive agreement (as opposed to absence of agreement or disagreement) did not fall below 78% for any of the five statements (74% in the overall results). 'Access to FDLP information resources pointed me to the information I required' achieved a positive agreement level of over 96%, compared with 86% in the overall results.

Problems, barriers, obstacles, challenges
As in the overall results, only two issues were considered at least a minor problem by more than 50% of respondents, but rather more strongly. 'Content of FDLP/government information is difficult to find or not available on the web' was mentioned as at least a minor problem by 61% of respondents in this segment, as compared with 57% overall. Similarly, 'couldn't find what I needed in the library's catalog' was cited by 54%, as compared with 52%.

Levels of satisfaction
Positive satisfaction (as opposed to absence of satisfaction or dissatisfaction) with the overall quality of resources and services was about the same in this segment (84%) as in the overall results (85%). Moreover, notwithstanding the problems identified above, satisfaction with specific aspects of service was generally higher. Computing and printing facilities obtained a 89% positive satisfaction rating (as compared with 77%), library staff 88% (84%), and ease of access to information resources 84% (80%). The maximum level of active dissatisfaction recorded – for group or collaboration facilities – was 8% (6%).

Improvements
Only four suggestions were put forward by more than 30% of respondents in this segment, of which two were mentioned more often than in the overall results. 'More materials should be available online' was cited by 55% of respondents (as compared with 50%), while 'Library catalog needs records for older materials' was mentioned by 39% (30%).

Preferred delivery methods
Once again, results were broadly in line with the overall results. The order of the top two preferences was reversed, however, with 'Web site postings' achieving 65 % (as compared with 60% in the overall results), and 'E-mail alerts or notifications' being mentioned by 63%(61%).

Public libraries

Demographics

Users of 117 public FDLP-participant libraries in 31 US States and one Territory, plus DC, responded to the survey, representing 61% of the 191 public libraries which submitted responses to the 2009 Biennial Survey. The total number of users who responded from these libraries was 684.

The distribution of responses was uneven. Over a half of all responses came from three states, namely Florida (28%), Michigan (20%), and California (8%).

Usage patterns

Frequency of use of US government information resources via FDLP
In comparison with the figures obtained from all respondents, respondents from the public library segment indicated that they used FDLP information resources rather less often. Only 54% used FDLP resources at least twice per year, compared with 63% overall. Within that figure, the most frequent users (>12 times per year) were only 19%, as compared with 24%. There was also more uncertainty as to whether libraries used were FDLP libraries (17%, as compared with 10%).

Number of FDLP libraries used
Interestingly, appreciably fewer respondents used only one library (49%) than in the overall results (58%). Respondents were evidently much less committed to a particular library than those in the academic segment, where the convenience of the campus library appears to have been very strong, with over 63% of respondents only using one FDLP library. Proportions of respondents using more than one library corresponded closely with the overall results, but there was a very large proportion of respondents who were unsure (>31%).

Figure P1
Number of FDLP libraries used: Public *versus* All respondents
Question A.2 – How many FDLP libraries do you use in order to access U.S. government information resources?

Number of FDLP libraries used: Public *vs.* All respondents
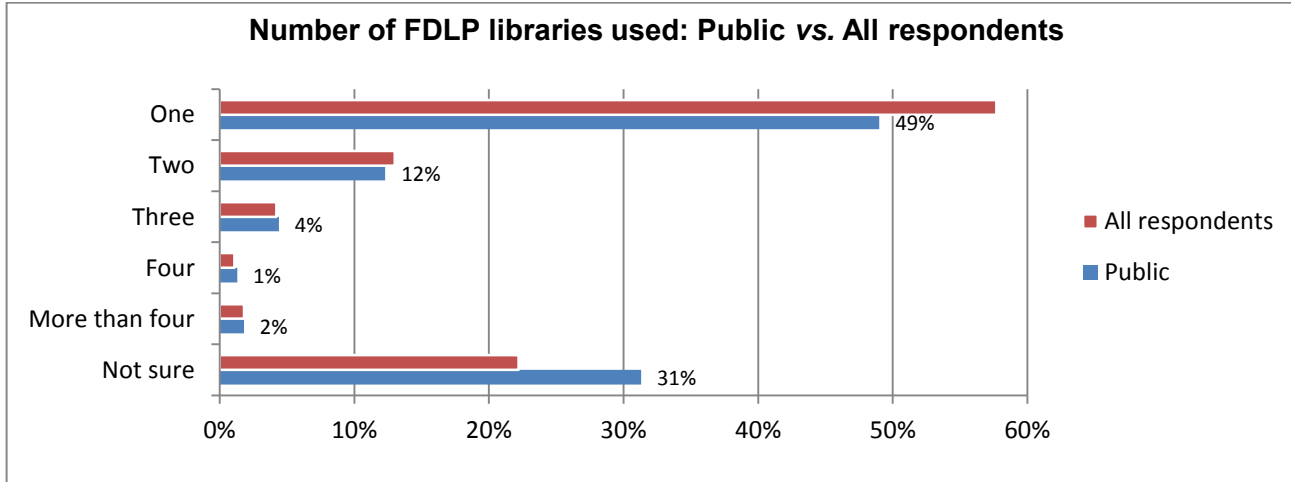
Bases = All 3,305; Public 684

How respondents heard about FDLP library

Unsurprisingly, a large number of respondents indicated that the FDLP resources they used were in their local library (56%, as compared with 21% overall). The library's web site was also mentioned by a considerable number of respondents (37%, as compared with 28%). Other means of hearing about the FDLP library were broadly similar to the overall pattern, except, of course, the campus library, which was mentioned by only 5% of respondents, as compared with 59% overall.

Respondents' purposes

Respondents from the public segment indicated a slightly wider range of purposes than respondents overall. Whereas only three purposes were mentioned by more than 20% of respondents overall, six were mentioned in this segment, including the three which had featured overall. The other three were Health and safety, Business/commercial, and Consumer product safety. The most commonly cited purpose was Personal (48%, compared with 33% overall). Academic was cited by 36% of respondents, but was much lower than in the overall results (65%), where the preponderance of academic libraries affects the figures.

Figure P2
Respondents 'purposes: Public *versus* All respondents
Question A.5 – How would you characterize the <u>purpose(s)</u> of your use of U.S. government information resources made available by a library which participates in the FDLP?
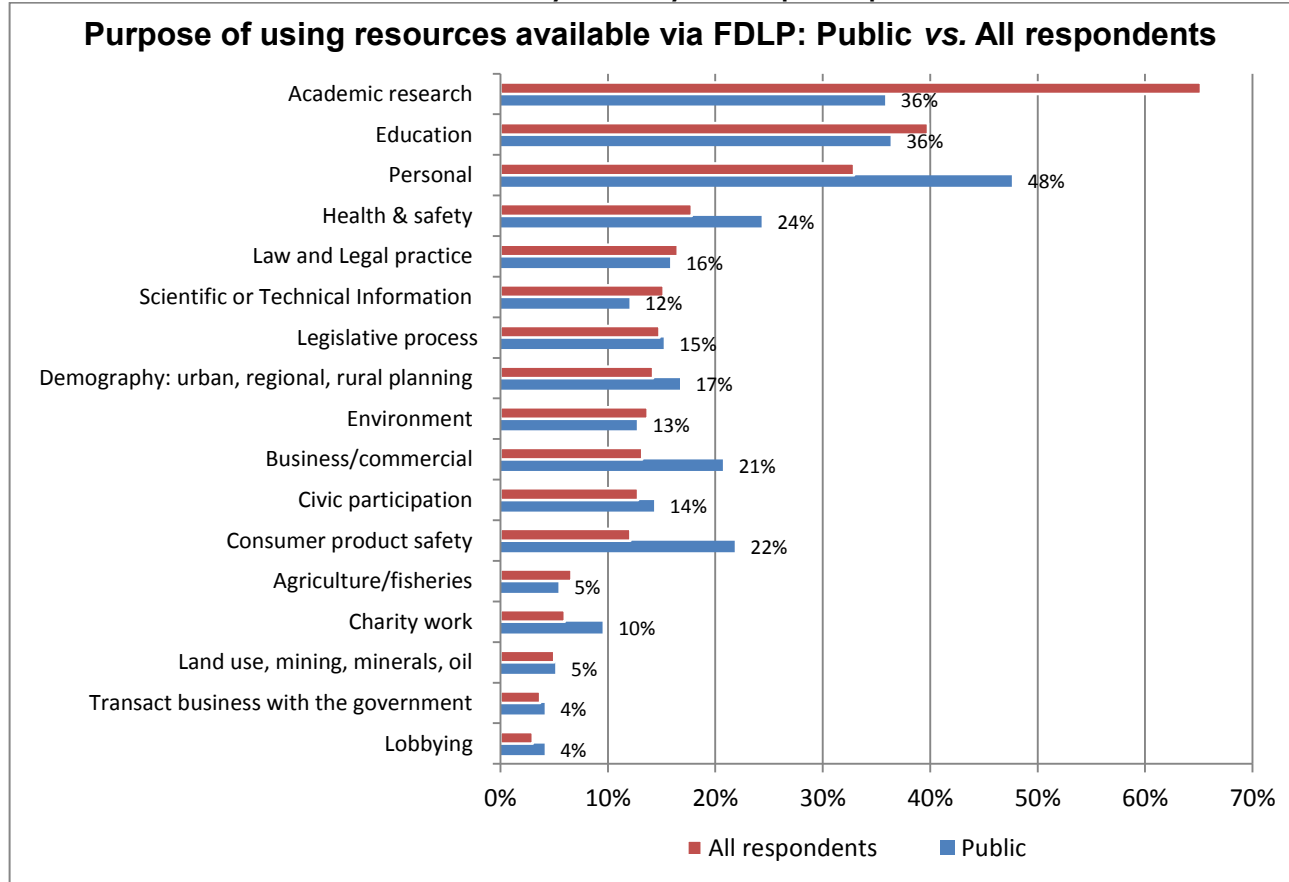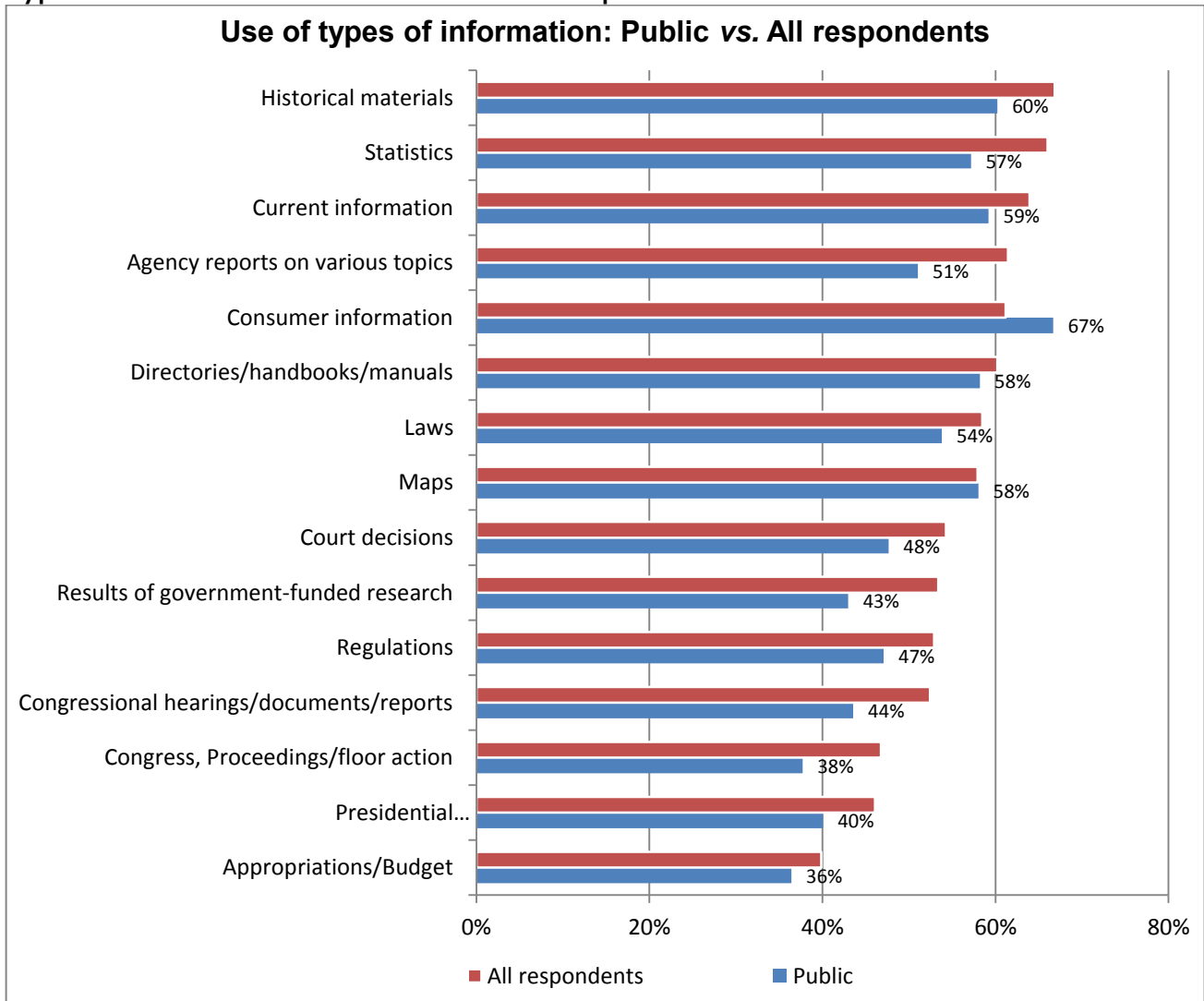

Bases = All 3,058; Public 651

Frequency of use of print/tangible and online resources
Only consumer information was used by a greater proportion of respondents in this segment (67%) than in the overall picture (61%). The generic category of historical materials was cited by 60% of respondents (as compared with 67% overall), the similarly general category of current information by 59% (64%), and directories/handbooks/manuals by 58% (60%). Lower down the ranking, statistics, and laws were all cited by over 50% of respondents, but tended to be used by a lower proportion of respondents than overall. Maps were used by the same proportion of respondents as in the overall results (58%).

Figure P3
Types of information used: Public *versus* All respondents

Use of types of information: Public *vs.* All respondents

Category	All respondents	Public
Historical materials		60%
Statistics		57%
Current information		59%
Agency reports on various topics		51%
Consumer information		67%
Directories/handbooks/manuals		58%
Laws		54%
Maps		58%
Court decisions		48%
Results of government-funded research		43%
Regulations		47%
Congressional hearings/documents/reports		44%
Congress, Proceedings/floor action		38%
Presidential...		40%
Appropriations/Budget		36%

■ All respondents ■ Public

Bases = All 3,305; Public 684

Electronic-only use was broadly similar to the overall pattern, although respondents in this segment mentioned use of Congressional hearings/documents/reports in electronic-only form more than respondents overall (24%, as compared with 17%). This may, however, reflect the way this type of material is made available in at least some public libraries.

Frequency of use of services
Human assistance via a help desk was the service most frequently mentioned as being used at least sometimes used by respondents in this segment (81%). This is the same proportion as in the overall results, although in the overall results other services were mentioned more often. The library web

site was cited as having been used at least sometimes by 79% of respondents (as compared with 83% overall), while computers to access the internet were mentioned by 77% (81%), and online access to documents by 72% (85%).

Frequency of use of alternative sources
The ranking of alternative sources mentioned by respondents in this segment was as in the overall results, although Google and other internet sources were mentioned slightly less often.

Outcomes and satisfaction levels

Outcomes experienced by respondents
Again, the ranking of outcomes experienced was very close to that in the overall results, although the frequency of mention was somewhat lower. Thus, 'provided key information' was cited by 71% of respondents (as compared with 79% in the overall results), 'enabled me to fulfill my purpose' was mentioned by 64% (75%), and 'added value' by 50% (60%).

These figures may reflect the different purposes, outlooks, and perhaps expectations, of respondents in public libraries (as contrasted, for example, with respondents in government libraries), rather than any shortcomings on the part of the libraries themselves.

Figure P4
Outcomes experienced by respondents: Public *versus* All respondents
Question B.1 – Which of the following <u>outcome(s)</u> of your use of FDLP information resources and services have you experienced?
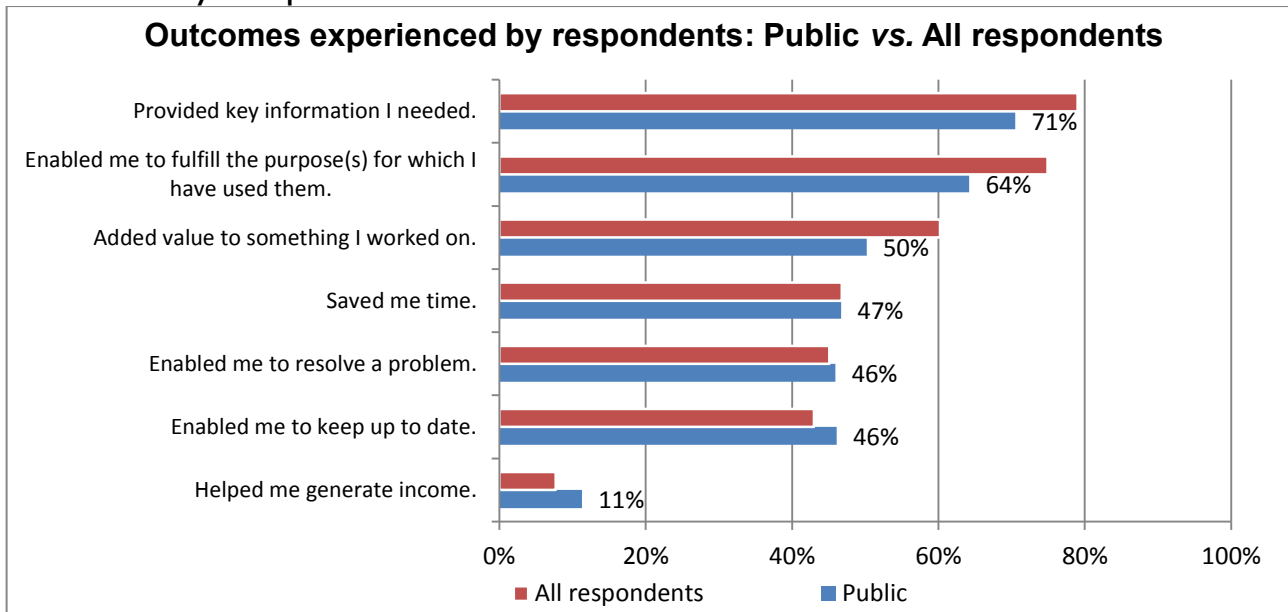
Bases = All 2,663; Public 542

Respondents' level of agreement with selected statements
Here, there was close correlation with the overall results. The statements which received the three highest levels of positive agreement were all within one percentage point of one other and within 1.5 percentage points of the overall results.

Problems, barriers, obstacles, challenges
Five issues were identified by 40% or more of respondents as at least a minor problem. The two most frequently cited, relating to the difficulty of finding FDLP/government information and of locating materials in the library catalog, closely matched the overall results, as did the point about gaps in library holdings. In addition to these, insufficient number of computers was mentioned by 41% (as compared with 29% in the overall results), and lack of training available to library users by 40% (30%).

Levels of satisfaction
Positive satisfaction with the overall quality of resources and services was registered by 80% of respondents in this segment. This is a good outcome, especially since active dissatisfaction (as opposed to absence of satisfaction or dissatisfaction) was below 4%. Nevertheless, the figure is noticeably lower than the 85% in the overall results. Levels of service provided by library staff, which achieved 83%, were within one percentage point of the overall results (84%). Computing and printing facilities were rated higher than in the overall results (82%, as compared with 77%), while the reverse was the case in respect of ease of access to information resources (78%, as compared with 80%). Again, when these results are considered in conjunction with the Outcomes and Problems experienced by respondents (see above), it may perhaps be concluded that respondents in the public library segment may have had lower expectations, thereby according higher levels of satisfaction.

Improvements
Four suggestions were made by more than 30% of respondents in this segment, corresponding, albeit in a slightly different order, to the top four suggestions in the overall results. 'More materials online' was cited by 55% of respondents (as compared with 50% overall), while 'Library catalog needs records for older materials' was mentioned by 39% (30%). The other two suggestions were within one percentage point of the overall results.

Preferred delivery methods
The top four preferred methods of delivery in this segment corresponded exactly to the top four in the overall results. No other method was mentioned by more than 20% of respondents.

Selective libraries

Demographics

Users of 515 selective FDLP-participant libraries in 50 US States/Territories, plus DC, responded to the survey, representing 44% of the 1,171 selective FDLP libraries. The total number of users who responded from these libraries was 2,894.

The distribution of responses was uneven, and corresponded very closely with the overall results of the survey. Just under a third of all responses came from three states, namely Michigan (12%), Florida (10%), and New York (10%).

Since respondents from selective FDLP libraries constituted 87% of all respondents, the results of segmental analysis are scarcely different from the overall results. In fact, all results from selective FDLP libraries were within one percentage point of the overall results, apart from a very few isolated exceptions where the variance was less than two percentage points.

Regional libraries

Demographics

Users of 34 regional FDLP-participant libraries in 31 US States responded to the survey, representing 69% of the 49 regional FDLP libraries. The total number of users who responded from these libraries was 217. While this is a small cohort, it is not possible to discern within it the sort of unifying characteristics which were noted within the respondents from government libraries, who gave the strong impression of being mainly professional users. There are, however, indications that respondents have a wider range of interests than is apparent overall.

The distribution of responses was uneven. Well over a third of responses came from two states, namely Louisiana (25%), and Kansas (16%).

It should also be noted that 32 of the 49 regional FDLP libraries (65%) are in academic institutions. Accordingly, the results have some similarity to those obtained for the academic segment.

Usage patterns

Frequency of use of US government information resources via FDLP
Respondents who used FDLP resources 'very frequently' or 'rather frequently' (at least six times per year) constituted almost the same proportion as in the overall results. Similarly, the proportion of infrequent users was also close. Only 6% were not sure whether their library was a depository library, the same proportion as in the academic segment.

Number of FDLP libraries used
The proportion of respondents using only one library was a shade higher than in the overall results (59%, as compared with 58%). Respondents using more than one library were more or less the same as in the overall results. The difference was made up by a small reduction in those who were not sure how many FDLP libraries they used.

How respondents heard about FDLP library
In line with the high proportion of academic libraries in this segment, most respondents indicated that the library from which they responded was their campus library (62%, as compared with 59% overall, but 77% in the academic segment). The only other means of hearing about the FDLP library which was mentioned by more than 20% of respondents was the library's web site (32%, as compared with 28% overall).

Respondents' purposes

'Academic research', as might be expected, was mentioned more frequently than in the overall results (72%, as compared with 65% overall, but 75% in the academic segment). 'Education' and 'personal' followed, but with lower percentages than in the overall analysis (34% and 31% respectively, as compared with 40% and 33%).

Figure R1
Respondents' purposes: Regional *versus* All respondents
Question A.5 – How would you characterize the purpose(s) of your use of U.S. government information resources made available by a library which participates in the FDLP?
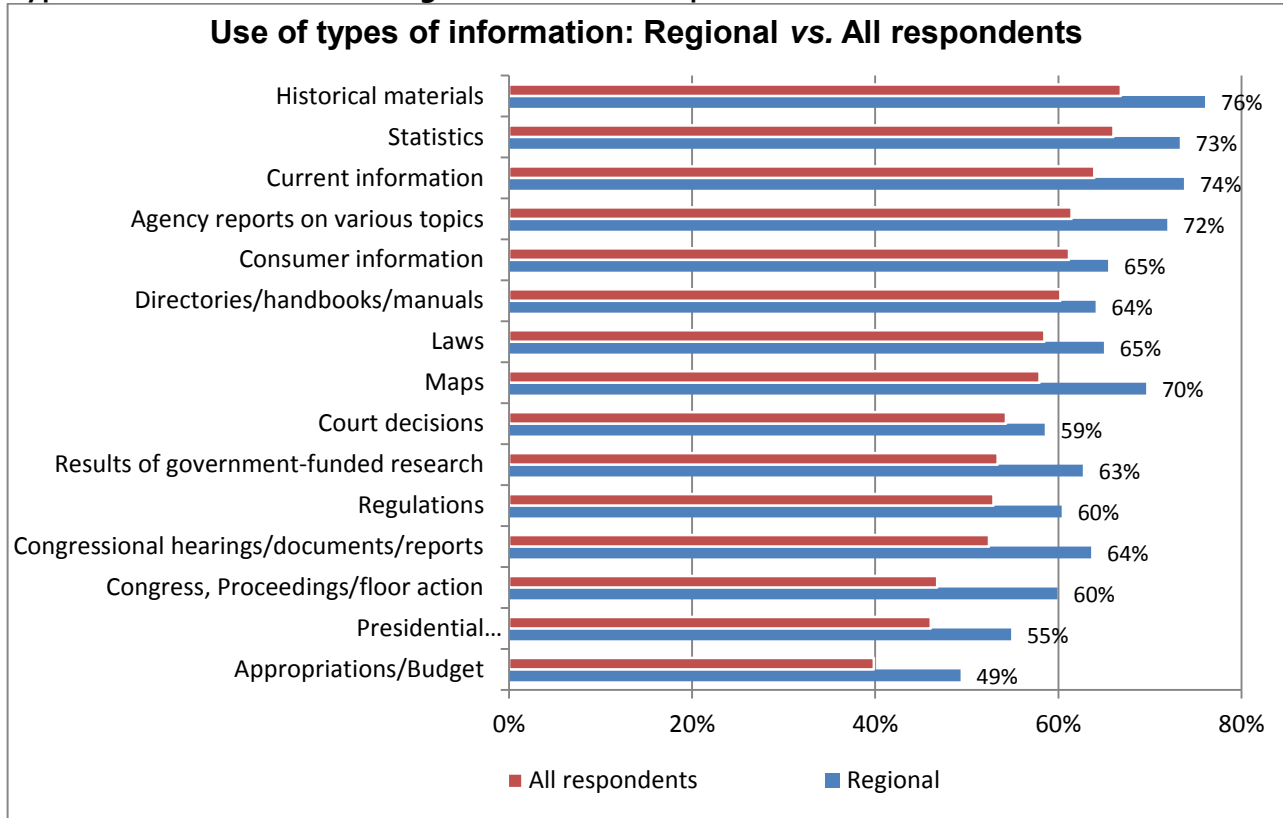

Purpose of using resources available via FDLP: Regional *vs.* All respondents
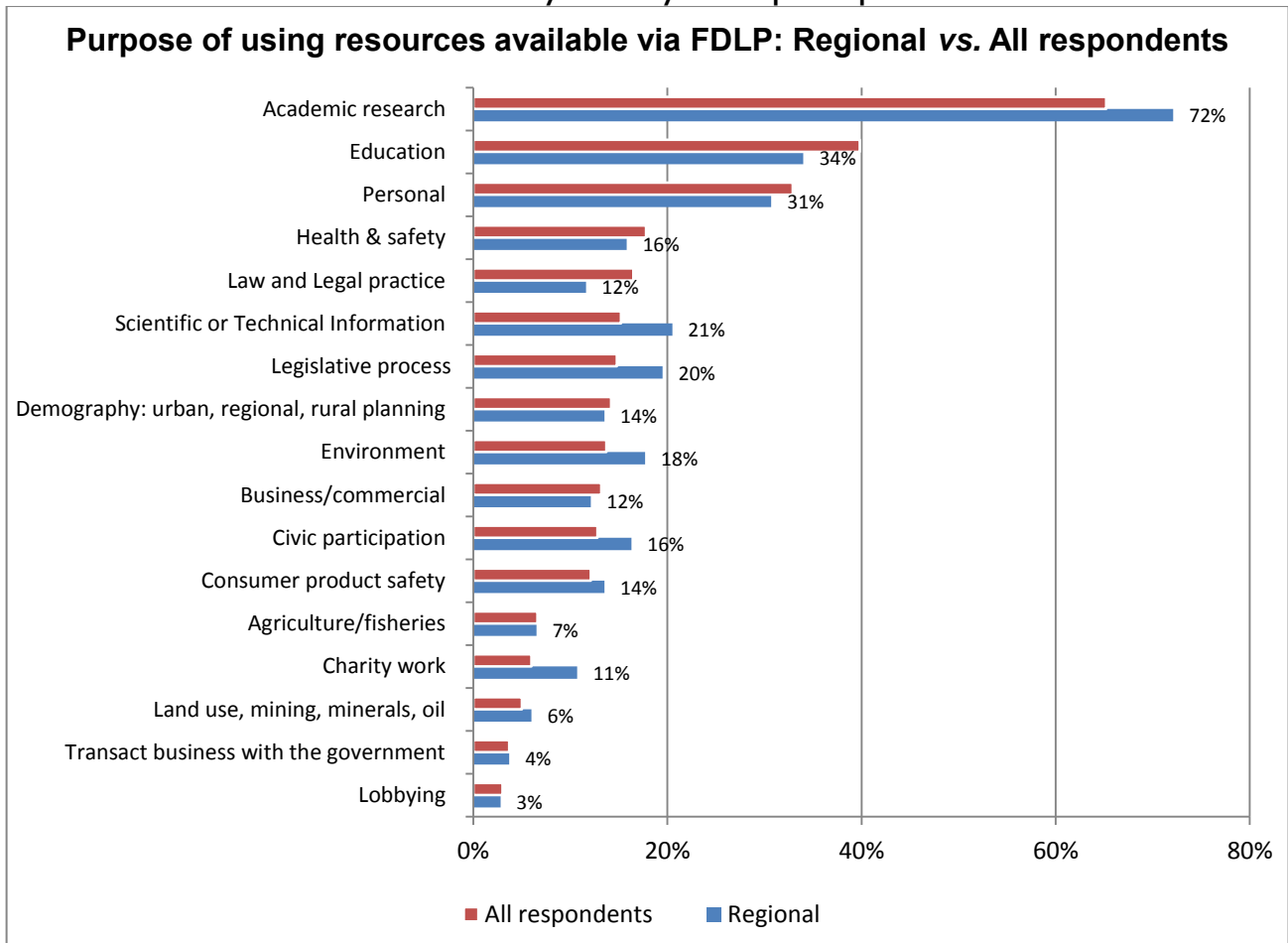
Bases = All 3,058; Regional 215

Frequency of use of print/tangible and online resources

All of the most-used types of information were mentioned by a higher percentage of respondents in this segment than in the overall results, although the ranking of the top four was almost the same.

Historical materials were cited by 76% (as compared with 67%), current materials by 74% (64%), statistics by 73% (66%), and agency reports by 72% (62%).

Figure R2
Types of information used: Regional *versus* All respondents

Use of types of information: Regional *vs.* All respondents

Type	All respondents	Regional
Historical materials		76%
Statistics		73%
Current information		74%
Agency reports on various topics		72%
Consumer information		65%
Directories/handbooks/manuals		64%
Laws		65%
Maps		70%
Court decisions		59%
Results of government-funded research		63%
Regulations		60%
Congressional hearings/documents/reports		64%
Congress, Proceedings/floor action		60%
Presidential…		55%
Appropriations/Budget		49%

Bases = All 3,305; Regional 217

Electronic-only use appears to have been one to two percentage points ahead of the overall pattern for some of the political materials. Interestingly appropriations/budget information was mentioned as being used both as electronic-only (29%) and as print-only (24%) by the largest proportions of respondents, the former being appreciably higher than in the overall results (23%). However, this type of information was relatively little used.

Frequency of use of services
Ranking of the six most cited services was identical to the ranking in the overall results. The top three, 'Online access to documents', 'library web site', and 'reference desk' were, however, mentioned as being used at least sometimes by a slightly higher proportion of respondents than in the overall results (respectively 87%, 86%, and 83%, as compared with 85%, 83%, and 81%).

Frequency of use of alternative sources
Again, ranking of the top three alternative sources corresponded with the overall results. The proportion of respondents mentioning each, however, was higher in each case by between two and four percentage points.

## Outcomes and satisfaction levels

Outcomes experienced by respondents
Here, also, the ranking of outcomes was identical to the ranking in the overall results. Again, too, the proportion of respondents mentioning the most frequently cited outcomes was appreciably higher than in the overall results. Thus, 'provided key information' was mentioned by 85% of respondents (as compared with 79% in the overall results), 'enabled me to fulfill my purpose' by 77% (75%), and 'added value' by 66% (60%).

Figure R3
Outcomes experienced by respondents: Regional *versus* All respondents
Question B.1 – Which of the following <u>outcome(s)</u> of your use of FDLP information resources and services have you experienced?
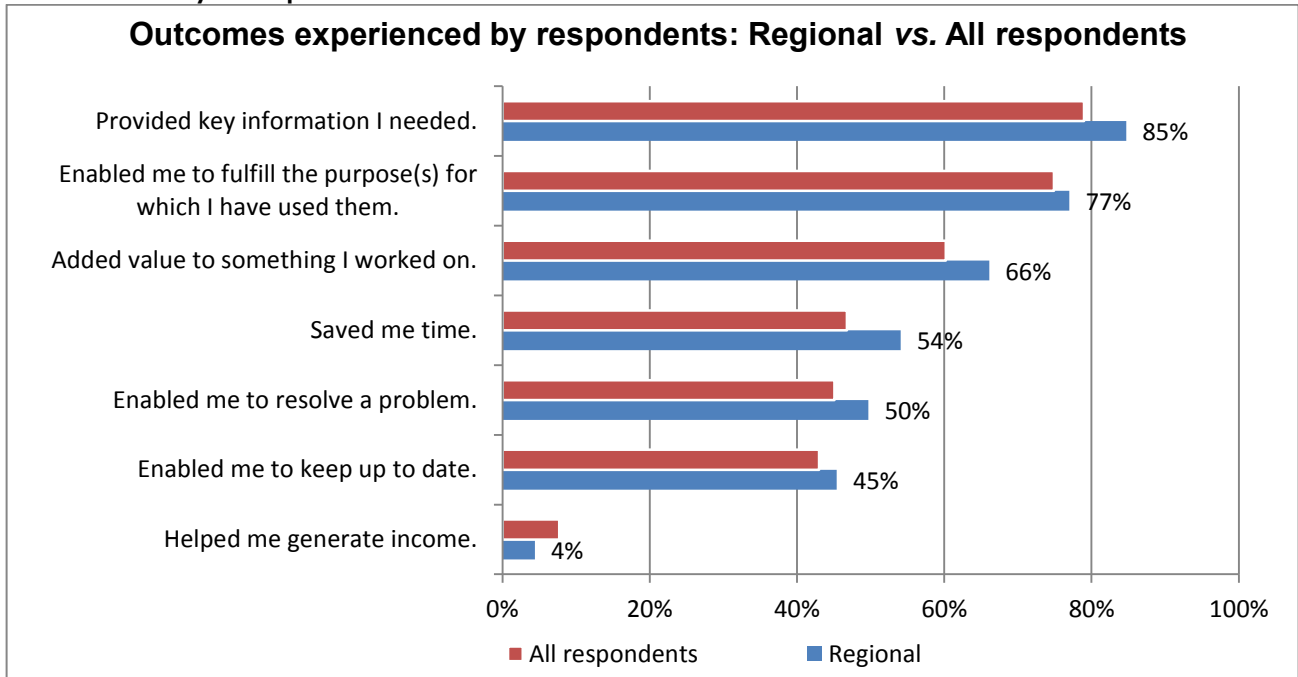
Bases = All 2,663; Regional 183

Respondents' level of agreement with selected statements
For all five statements, the proportion of respondents indicating positive agreement was within less than one percentage point of the overall results.

Problems, barriers, obstacles, challenges
Four issues were identified as at least a minor problem by at least 40% of respondents, exactly corresponding to those identified by respondents overall. Of these, however, the three most cited problems were mentioned by a significantly higher proportion of respondents than was the case overall. Difficulty of finding information was mentioned by 70% of respondents (as compared with 57% overall), inability to find materials in the catalog by 62% (52%), and information resources not in the desired format by 48% (46%).

Levels of satisfaction
Despite the apparently more critical than average responses to the preceding question, over 87% of respondents were at least somewhat satisfied with the overall quality of resources and services (as compared with 85% overall). Responses relating to staff, to comprehensiveness of the collections, and to computing and printing facilities were all higher than in the overall results by between one and five percentage points.

Improvements
Desired improvements were in line with the overall results. Moreover, the top five in the ranking were mentioned by similar proportions of respondents within one percentage point.

Preferred delivery methods
Preferred delivery methods mentioned by more than 30% of respondents were the same as in the overall results, albeit in a slightly different order. Web postings were strongly preferred (67%, as compared with 60% in the overall results), while e-mail alerts received rather less support (58%, as compared with 61%). Print and attachments to e-mail were given equal support, but much lower, at 39% (respectively 45% and 40% in the overall results).

Appendix A: Methodology

Since 2008, Outsell has worked closely with the GPO to create segmentation analysis and to benchmark the needs and preferences of FDLP libraries as drivers of the GPO's customer relations plans. Hence, in 2009/10, Outsell was commissioned by the GPO to conduct a survey of FDLP libraries which was carried out within the context of the GPO's Biennial Survey, which is required by statute to enable depository libraries to fulfill their obligation to 'report to the Superintendent of Documents at least every two years concerning their condition' (44 USC §1909).

Subsequently, in order to support its own strategic planning and that of the individual participating libraries, the GPO elected to conduct a further research exercise to understand user perceptions on the value and performance of the FDLP's diverse libraries. Accordingly, following discussions with the GPO and submission of a proposal dated 16 December 2009, GPO commissioned Outsell to create a survey instrument which could be used by libraries to compile outcomes-based feedback and perspectives on the library's access, collections, service, and cooperative efforts. Analysis of the data would be used to create baseline metrics on the participating depository libraries, and build a foundation for on-going assessment. Thus, the resulting analysis would help the GPO measure program performance and drive strategic planning across FDLP, while at the same time, respondent libraries would benefit from the ability to identify areas of excellence, as well as areas in need of improvement.

Against this background, Outsell recommended that GPO and libraries participating in the FDLP gain an understanding of user needs and perceptions through quantitative research in the form of a web-based survey, as follows:

Questionnaire development: Outsell designed a questionnaire suitable for users at all FDLP libraries, with input and final approval from GPO/FDLP representatives. The questionnaire contained 16 questions that could be answered in 15 to 20 minutes. Once the questionnaire was approved, Outsell programmed and hosted the survey on a secure server. The survey program was quality tested and GPO/FDLP representatives had an opportunity to test the program before the launch.

Access to the survey and patron participation: The survey was open between October 18, 2010 and March 4, 2011, and was available as a link on federal depository library websites and/or as a link via kiosks/public computers in the libraries themselves.   Outsell provided a draft invitation which GPO/FDLP adapted and used to encourage federal depository libraries to link to the survey site. Outsell collected responses into a database and monitored response, providing updates to GPO/FDLP on a regular basis during the survey.

Data processing: Once data collection was completed, Outsell processed the survey data and tabulated the responses into appropriate findings for the program. Outsell created a report of overall findings across the FDLP as well as aggregated views for each major segment (academic, government, and public libraries, as well as selective and regional libraries).

Final analysis and presentation: An Outsell senior analyst analyzed and synthesized the data to create findings of baseline metrics for the program as a whole and for each major segment in a report that includes Outsell's analytical observations and recommendations for action going forward.

Analysis and deliverables: Outsell provided an analytical report that contains executive summary, detailed findings, and Outsell's analysis and recommendations. The report was structured in a way that highlights notable patterns of excellence, sufficiency, and/or gaps and that identifies notable differences by library segment. Outsell also created access to individual library reports that summarize responses for all questions and made them available for download to each federal depository library (each library only being able to access its own results). These reports include aggregated responses from each library's users along with appropriate comparators.

Appendix B: Survey questionnaire

OUTSELL

U.S. Government Printing Office (GPO)
Federal Depository Library Program: user questionnaire
6 October 2010

Thank you for taking the time to complete this survey. Our objective is to understand user perceptions of the value and performance of libraries participating in the **Federal Depository Library Program (FDLP)**, with particular emphasis on access, collections, and services.

Please answer the following questions as completely and accurately as possible. There are only 18 questions [*actually, there were 16*], and the survey will take approximately **10-15 minutes**. The progress bar will show you where you are in the survey. Please do persevere all the way through, since after the initial questions, which serve to characterize you as a user and your pattern of use; it is the later questions which are of greatest importance. There is space at the end for you to add free-text comments if you so wish. Your input is greatly valued.

Any answers/comments you provide will be treated as **strictly confidential** and will only be shared with the GPO and FDLP libraries in an anonymous and aggregated format.

If you have any concerns or questions about this online survey, please contact:
Sheila King, Director of Primary Research, Outsell, Inc.: sking@outsellinc.com

If you would like further information on the Federal Depository Library Program, please go to:
http://www.gpo.gov/libraries/, or submit questions to askGPO, GPO's online help service:
http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php.

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SURVEY

A. RESPONDENTS' USE OF LIBRARIES PARTICPATING IN THE FEDERAL DEPOSITARY LIBRARY PROGRAM (FDLP)

A1	**How often do you use print or online U.S. government information resources made available by a library which participates in the FDLP?** *Please select one of the following responses.*
Very frequently (more than 12 times a year)	5
Rather frequently (6-11 times a year)	4
Occasionally (2-5 times a year)	3
Infrequently (once a year or less)	2
Not sure if the library is a Federal depository library	1

A2	**How many FDLP libraries do you use in order to access U.S. government information resources?** *Please select one of the following responses.*
One	1
Two	2
Three	3
Four	4
More than four	5
Not sure	6

A3	**Which FDLP library do you normally use (or, if you are an infrequent user, in which library did you hear about this survey)?** *Please select one library from the drop down menus in one of the lines below.*
In a US State	1
In a US territory	2

[Note: construct drop-down menus with details of libraries, similar to the results of clicking on a place at: http://catalog.gpo.gov/fdlpdir/FDLPdir.jsp**]**

Please answer all subsequent questions in relation to the library you normally use (or, if you are an infrequent user, the library where you heard about this survey).

A4	**How did you hear about this Federal depository library?** *Please select all that apply.*
Promotional material from the library	1
It's in my local library	2
It's in my campus library	3
Library's web site	4
Newspaper	5
Radio public service announcement	6
Referred from another library	7
Referred from the U.S. Government Printing Office	8
Saw FDLP logo	9
Facebook or other social networking site	10
Google or other Internet search engine	11
Other *(please describe):* _____	0

A5	How would you characterize the **purpose(s)** of your use of U.S. government information resources made available by a library which participates in the FDLP? *Please select all that apply.*	
Academic research		1
Agriculture/fisheries		2
Business/commercial		3
Charity work		4
Civic participation		5
Consumer product safety		6
Demography; urban, regional, rural planning		7
Education		8
Environment		9
Health & safety		10
Land use, mining, minerals, oil		11
Law and Legal practice		12
Legislative process (e.g. Senators, Representatives, Policy makers, Executive)		13
Lobbying		14
Personal		15
Scientific or Technical Information		16
Transact business with the government		17
Other *(please describe):* _____		0

A6	How often do you use each of the following types of *PRINT* or *TANGIBLE* information resources provided by a FDLP library? *Please select one response on each row.*			
		Frequently	**Once/ Sometimes**	**Never**
Agency reports on various topics		3	2	1
Appropriations/Budget				
Congress, Proceedings/floor action				
Congressional hearings/documents/reports				
Consumer information				
Court decisions				
Directories/handbooks/manuals				
Laws				
Maps				
Presidential addresses/orders/proclamations				
Regulations				
Results of government-funded research				
Statistics				
Historical materials				
Current information				
Other resources *(please describe):* _____				

A7	How often do you use each of the following types of ONLINE information resources provided by a FDLP library? *Please select one response on each row.*			
		Frequently	Once/ Sometimes	Never
Agency reports on various topics		3	2	1
Appropriations/Budget				
Congress, Proceedings/floor action				
Congressional bills				
Congressional hearings/documents/reports				
Consumer information				
Court decisions				
Directories/handbooks/manuals				
Laws				
Maps				
Presidential addresses/orders/proclamations				
Regulations				
Results of government-funded research				
Statistics				
Historical materials				
Current information				
Other resources *(please describe):* _____				

A8	How often do you use each of the following *services* provided by FDLP libraries? *Please select one response on each row.*			
		Frequently	Sometimes	Never
Computers to access the Internet and online government information				
Current awareness/alerting (e-mail alerts, RSS feeds, podcasts, videocasts)				
Document delivery/Interlibrary loan services				
Library web site (including postings, blogs, wikis)				
Locating subject matter experts				
Online access to documents				
Printing, photocopying, scanning				
Reference desk/help desk (physical) – quick answers, advice/guidance				
Research consulting services (primary & secondary)				
Training on searching/effective use of information resources				
Virtual reference assistance (e.g., IM, web-form, Twitter, chat)				
Workshops conducted at off-site locations				
Workshops conducted at the library				
Other *(please describe)*: _____				

A9	How often do you go elsewhere (i.e. other than a FDLP library) to use U.S. government information resources? *Please select one response on each row.*			
		Frequently	**Once/ Sometimes**	**Never**
		3	2	1
Contact federal agency directly (e.g., phone/fax/e-mail)				
Directly to federal agency web sites				
Google or other search engine				
Internet, from a location other than a library				
Library that is not a designated Federal depository library				
Other *(please describe):* _____				

B. RESPONDENTS' OUTCOMES AND PERCEPTION OF VALUE AND PERFORMANCE OF FDLP LIBRARIES

B1	Which of the following <u>outcome(s)</u> of your use of FDLP information resources and services have you experienced? *Please select all that apply.*	
Enabled me to fulfill the purpose(s) for which I have used them.		1
Enabled me to resolve a problem.		2
Provided key information I needed.		3
Added value to something I worked on.		4
Helped me generate income.		5
Saved me time.		6
Enabled me to keep up to date.		7
Other *(please explain briefly):*_____		0

B2	Bearing in mind both the <u>purpose(s)</u> and the <u>outcome(s)</u> of your use of FDLP resources and services, to what extent do you agree/disagree with the following statements? *Please select one box in each row.*						
		Strongly Agree	**Somewhat Agree**	**Neither Agree nor Disagree**	**Somewhat Disagree**	**Strongly Disagree**	**N/A**
		5	4	3	2	1	-9
Access to FDLP information resources was crucial to meeting my information needs.							
Access to FDLP information resources saved me time and/or money.							
Access to FDLP information resources pointed me to the information I required.							
I would recommend the use of FDLP information resources to my colleagues/friends.							
I will use FDLP information resources next time I need this type of information.							
Other *(please explain briefly):*_____							

B3	**To what extent do you consider the following factors to be problems, barriers, obstacles, or challenges which hinder your use of FDLP resources and services?** *Please select one response in each row.*	Major Problem	Minor Problem	Not a Problem	Don't Know
Couldn't find what I needed in the library's catalog		3	2	1	-9
Content of FDLP/government information is difficult to find or not available on the web					
Gaps in library holdings, library does not have or provide access to FDLP information resources I need					
Information resources are not available in the format I desire (e.g., paper, online, microfiche)					
Insufficient number of computers					
Insufficient coverage at the reference/help desk					
Lack of training available to library users					
Physical access to the building or parts of it					
Printing/downloading not available or insufficient					
Service and collection locations are not clearly marked					
Internet filters cause a problem					
Staff are unhelpful					
Time limit for computer use is too short					
Other *(please describe):* _____					

B4	**How satisfied are you overall with the following aspects of resources and services available to you through the FDLP?** *Please select one box in each row.*	Extremely Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Extremely Dissatisfied	N/A
		5	4	3	2	1	-9
Comprehensiveness of federal depository library collections							
Ease of access to information resources							
Timeliness/currency of library collections							
Variety of options for delivery of information							
Levels of service provided by library staff							
Computing and printing facilities							
Group or collaboration facilities available to library users							
Overall quality of resources and services							
Other *(please explain briefly):*_____							

B5	**In your view, what other improvements/resources/supporting services are needed?** *Please select all that apply.*	
Library catalog needs records for older materials		1
Library catalog needs to be kept more up-to-date		2
Government information should be arranged using the Dewey Decimal classification system		3
Government information should be arranged using the Library of Congress classification system		4
Collections should be extended to include older/historical materials		5
Gaps in collections need to be filled		6
Information desk arrangements need to be improved		7
More materials should be available online		8
More training should be available		9
More/updated computers		10
More/updated printing, photocopying facilities		11
Online help arrangements need to be improved		12
Online tutorials to help users understand government activities (e.g., legislative process)		13
Other *(please describe):* _____		0

B6	**Which methods do you prefer for delivery of information for your use?** *Please select all that apply.*	
Blogs (including audio and video blogs)		1
Microblogs (e.g., Twitter)		2
E-mail alerts or notifications		3
Web site postings		4
Mash-ups		5
Mobile devices		6
Podcasts		7
Printed books/journals or photocopies		8
RSS feeds		9
Social bookmarking/Tagging		10
Social networking (e.g., Facebook, LinkedIn)		11
Videocasting		12
Web conferencing		13
Wikis		14
Fax		15
Attachments to e-mail		16
Other, specify: _____		17
None of the above [MUTUALLY EXCLUSIVE]		-9

C. FINALLY

C1	If you have any comments you would like to share regarding the FDLP or accessing U.S. government information/resources, please do so in the box below. Thank you.
	<insert long text>

THANK YOU AND EXIT to http://www.gpo.gov/libraries