

Public Access

FDLP Depository Operation Training Series



Outline

- The Mission of the FDLP
- Components of access
- Public access requirements
- Various scenarios
- Renovation & Disasters
- Visibility of the collection
 - Promotion
 - Advertising

The solution key for today is always going to be:



ADVERTISE
POST
SIGNAGE

More later...

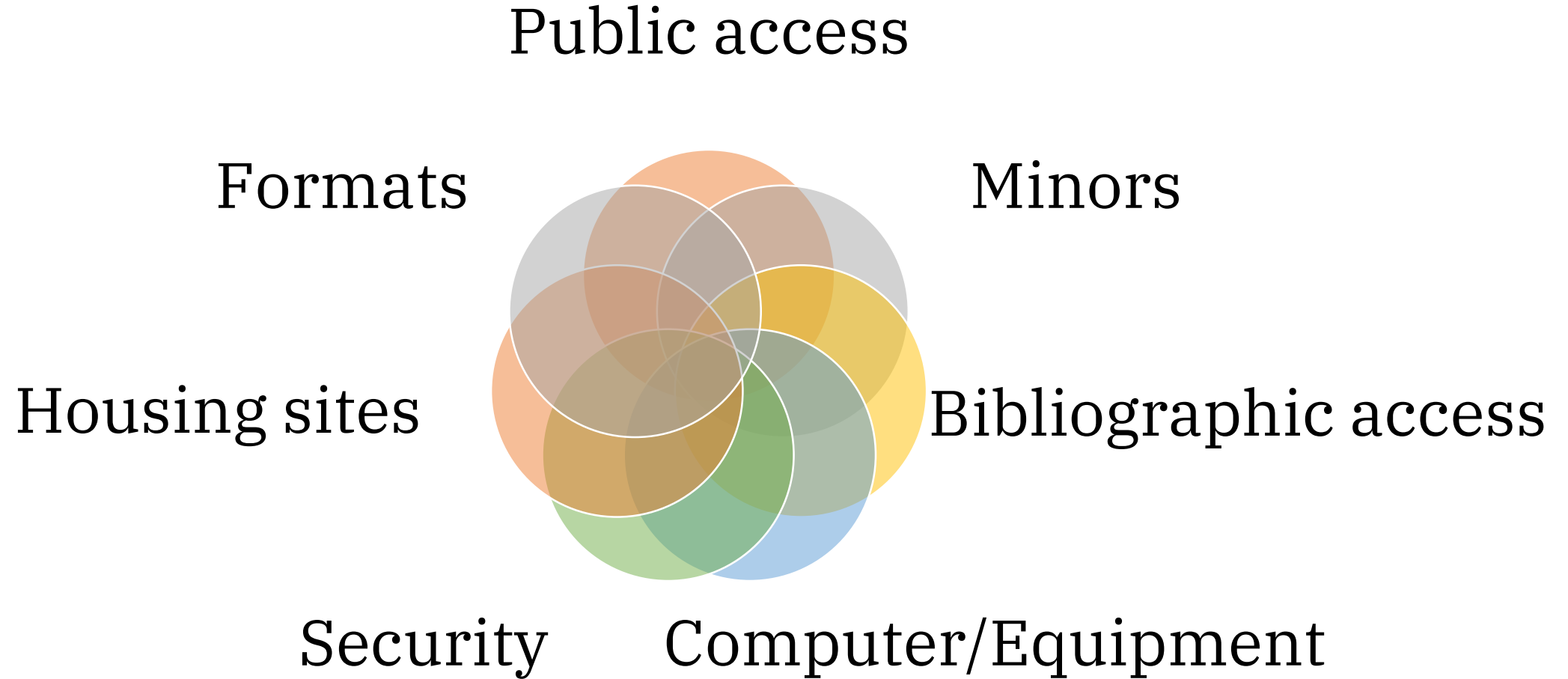
Mission of the FDLP

The mission of the FDLP is to provide for no-fee ready and permanent public access to Federal Government Information, now and for future generations.

The mission is achieved through:

- Organizing government information so it is discoverable by information seekers
- Providing expert assistance by trained professionals (who receive ongoing training as needed)
- Collecting relevant information resources where needed for information seekers
- Archiving the same information resources for future use as needed in various formats

Access has many components or facets



Public access requirements

- Congress established the FDLP to ensure that the public has access to Federal Government information of public interest or educational value.
- The FDLP provides Federal Government information products at no cost to designated depository libraries.
- Depository libraries, in turn, provide local, no-fee public access in an impartial environment with professional assistance to information produced by the Federal Government.

General public access



Federal depository resources must be available free to all regardless of library affiliation, disability, age, residency, or other patron status without impediments.

LRPR 34

Access for those with disabilities

All facilities housing depository materials must meet the standards set forth in the Americans with Disabilities Act (ADA) or have a reasonable alternative to ensure access.

The depository collection must be available for all library patrons, including those with disabilities.

LRPR 21



Equality of service

Depository services and assistance for the depository information resources must be of the same quality or comparable to that for other collections and services in the library.

Services for non-primary users must be provided in a manner comparable to services for primary users of the library, such as hours of service, degree of assistance and professional expertise of staff.

For example, in academic libraries, reference interviews must be conducted for the general public to the same degree as that offered to primary patrons.

Differing privileges?



If the library establishes different privileges for primary and non-primary library users that impact access to the depository collection (e.g. shorter hours for non-primary users), **any signage, policies, or online messages must make exceptions known** for those wishing to use the library's depository collection.

One exception in law because... exceptions

Highest State Appellate Court Libraries



Colorado Supreme Court Library FDL#
0067B

This is the **ONLY** depository type that is exempt from providing public access

44 USC § 1915
LRPR 64

Libraries are not required to provide:

- Circulation privileges to non-primary users, although they may choose to do so
- Remote access to FDLP databases
- Free printing or photocopying
- Access to depository resources during all hours that the building is open
- Anonymous patron access to depository resources
- U.S. Government services or resources not in the FDLP, such as E-Government services
- Access for anyone who poses a threat to library persons or collection

Regarding privacy:

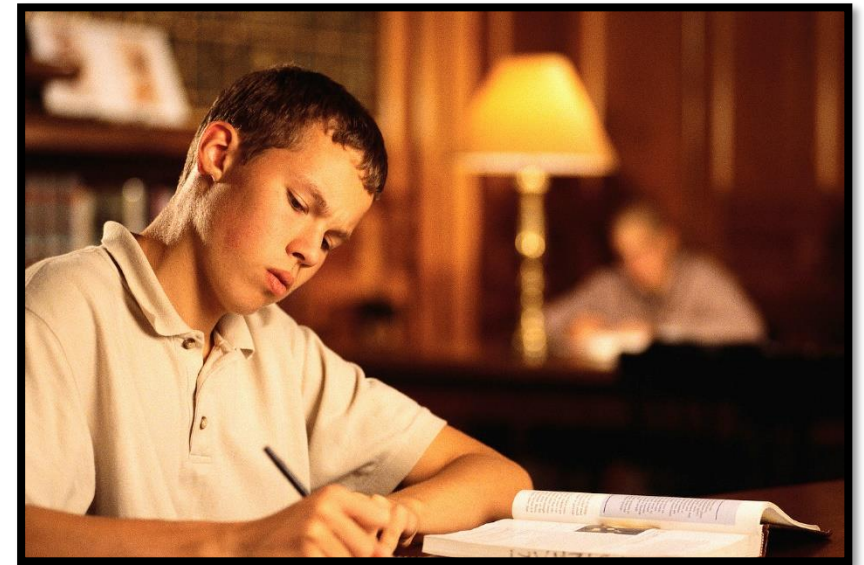
Depository operations must conform to local, state, and Federal privacy and confidentiality laws.

LRPR 42

Access for Minors – no age limitations

Areas of conflict:

- Safety of the minor and institution
- Access policies of parent institution
- State laws
- Conduct of minors
- Library policies or signs



Bibliographic access

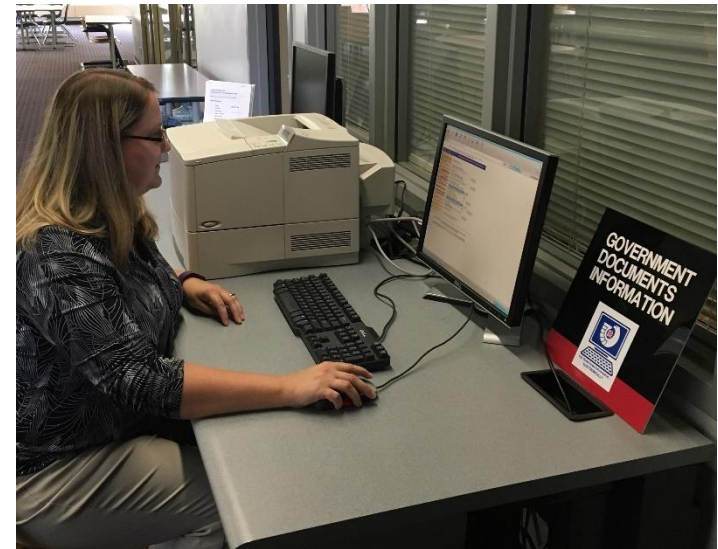
Bibliographic control of a depository collection impacts accessibility

- Organize and make depository material accessible
- Piece level accounting
- Cataloging requirements

Computer access

Publicly accessible computer equipment must meet the public needs for the depository collection.

Users must have the ability to view, download, photocopy, and print relevant depository content that is available in online and electronic resources.



LRPR 22

Computer access

Depository Libraries MUST:

- Advertise or otherwise communicate available workarounds to any internet filters.
- Library-wide signage and policies must communicate these workarounds as well.
- Have the ability to install on library computers DVD/CDs or circulate to patrons.
- Printing must be accessible from computers or mediated access must be provided by library staff.



Computer access

Depository libraries MAY:

- Require patrons to present identification
- Require the signing of a computer use register, signup sheet, or log
- Use an authenticated log-in to access computers or public networks
- Use special or generic passwords or visitor cards
- Set time limits for use
- Mediate access to electronic formats and online depository information resources (if filtering cannot be disabled or age restrictions cannot be circumvented)
- Reserve specific computers for depository patrons

Computer access

Depository Libraries may NOT:

- Charge for access to computers for depository resources
- Have priority use statements that restrict depository patrons
- Refer patrons to other libraries when they want to use online depository resources

Limited-access facilities or security issues

Depository libraries with access restrictions—such as military facilities or Federal buildings—must still provide free, public access to the extent feasible.

LRPR 41



Security measures to protect library users, staff, and collections are permitted, provided that access to depository collections is not hindered. All depository users must adhere to the same standards of behavior expected of other library users.

Depository libraries have the right to bar or remove any individual who poses a threat to library staff, other patrons, or the security of their collections.

LRPR 40

If this poses too many challenges for the library user, assist the patron by phone, email, or other form of communication.

Security measures

Appropriate security measures vary from library to library.

Libraries may:

- Require patrons to make arrangements in advance.
- Require patrons to sign a guest register for building access.
- Require identification for building access.
- Conduct a reference interview to screen visitors to ensure there is a need for depository material.
- Escort users to the depository collection.
- Restrict library users to using only the Federal materials in the depository collection.



Physical arrangements

Locations

- Onsite (open or closed stacks)
- Selective Housing Site
- Offsite
- Other library branches



A depository library may selectively house some of its depository publications at other libraries or institutions. If the institution is under the administrative purview of another administrator, a Selective Housing Agreement is needed.

Closed stacks

Libraries must house depository materials in a manner that facilitates timely access. Once processed, resources should be available either in open stacks, or retrievable from closed stacks and remote storage.

When using other housing arrangements, librarians need to consider how alternate storage methods affect patron access to the material and make adjustments accordingly.

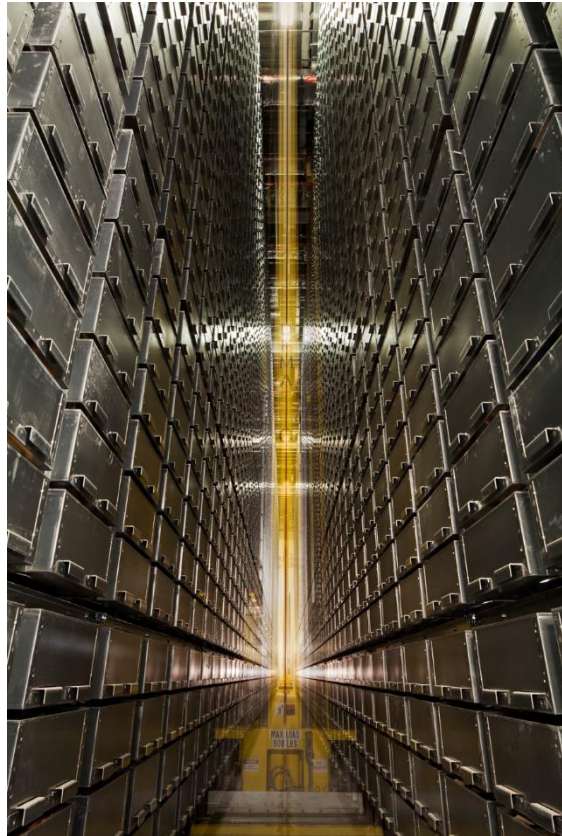


La Crosse Public Library –
La Crosse, Wisconsin

LRPR 19

LRPR 37

Offsite storage locations



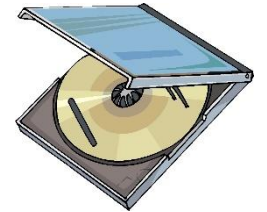
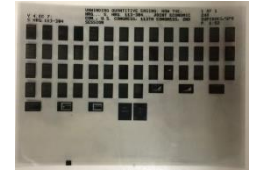
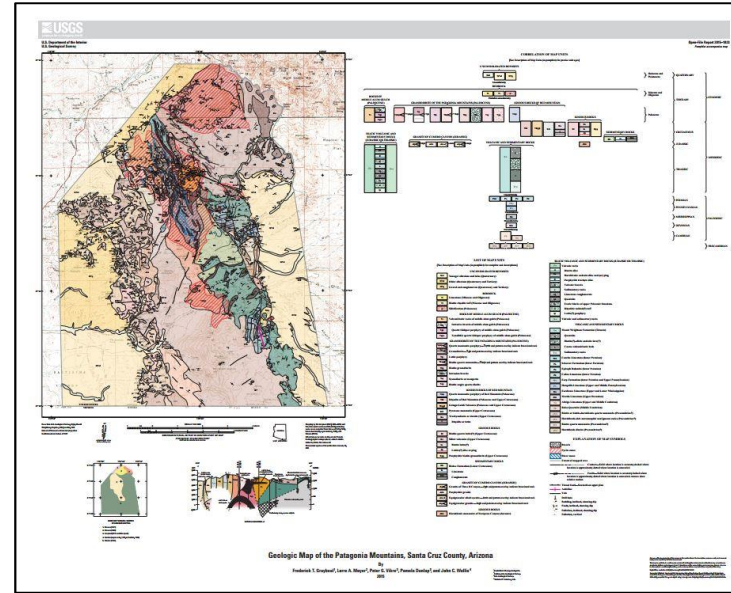
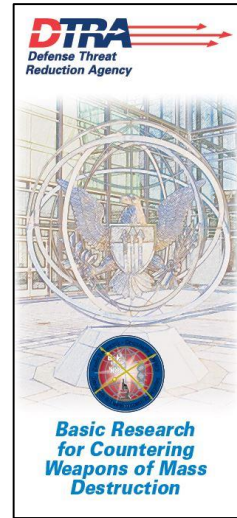
Pretty sure the
Ark of the Covenant
is in there somewhere...

Book retrieval system
University of Chicago, Joe and Rika Mansueto
Library

Formats

Depository material comes in many formats:

- Paper
- Microfiche
- CD/DVD
- Floppy diskette
- Maps
- Pamphlets/Brochures
- Posters
- Online



↑
Do you even know what this is?

Access to tangible electronics



Texarkana College - Texarkana,
Texas

Depository CD/DVDs in the library collection must be accessible on the library computers.

Electronic media must be installed, circulated, or mediated access must be provided.

LRPR 37

LRPR 24

Access to microfiche

Microfiche readers must be available if the library has depository microfiche in the collection.

LRPR 23

Additional capabilities for microfiche readers, such as printing, scanning, and saving or sending digital files generated from microfiche resources are strongly recommended.



Policies

Depository libraries must ensure that their security or access policies, or those of their parent bodies, do not hinder public access to depository materials.

Access policies, posting of signs, library Web pages, and public service hours must conform to this requirement.

Signage and other physical facilities of the library and parent institution cannot inhibit public access, and all library employees must be aware of the free, public access requirements for depository resources.



Access & unusual circumstances

- Contingency Plans
 - Used when access to depository collections is going to be or has been affected
- Disaster (Response) Plans
 - Are you prepared to react if something happens?



Moving & temporary disruptions in service

When depository libraries undergo planned remodeling, undertake a move, or otherwise find their operations disrupted, library staff are required to submit a contingency plan through [askGPO](#) outlining how the library staff will provide access to depository services and collections to the general public during the period of disruption.

LRPR 28

Guidance article: [Moving Your FDL Collection](#)

Contingency plans

Contingency plans typically include:

- Institution name and depository number
- Expected beginning and ending dates of closure
- Contact name at your institution for depository questions
- Extent of the curtailment of service
- Before moving depository material off site, contact GPO outlining how the library staff will provide access to depository material stored off site. A contingency plan may be needed.

Contingency plans (ctd.)

Alternative strategies to be employed to fulfill Government information requests, including where the next closest depository is located. This may include:

- Searching online to see if an electronic equivalent is available to use in lieu of a tangible copy housed in a temporary housing location
- Getting assistance from your regional depository library and other depositories to acquire copies of publications, if this process is more timely than retrieval from a temporary storage location
- Arranging to set up public access computers and microfiche readers and printers in a new location
- Notifying library users where they may find alternate access to Federal depository publications in all formats and related reference and other services

Contingency plans (ctd.)

- Techniques for notifying primary clientele, other libraries (both depository and non-depository), and the general public of changes in service
- How your library will continue to check in new depository receipts or if shipments need to be temporarily halted

Questions or need to notify GPO?

Contact Federal Depository Support Services at 202-512-1119 or
FDLPOutreach@gpo.gov

[askGPO](#) inquiry: use the “Report a collection move/Submit a contingency plan” category

Disasters



Any disruption in access to the collection needs to be reported to GPO and your regional.

LRPR 29

We recommend you have a disaster policy in place which accounts for depository materials.

LSCM staff are available if you have any questions.

Public Access Complaints

When GPO receives a complaint these questions are considered:

- Has the patron been denied access? Were they in fact using depository resources?
- Does the library have an access policy?
- Does the library have a user behavior or patron conduct policy?
- Was the patron violating the user behavior or patron conduct policy?
- Has the patron been banned or just asked to leave for the day?
- Was the patron notified of the ban?

A key element of Access = Visibility of the Collection

The depository collection and services must be visible to library users and potential users.

LRPR 33



Many public access issues can be mitigated with increased visibility and communication on library Web pages, in policies, directory listings, etc.

Label your library as a center for govt info



Each depository library must post the FDLP decal on or near the library entrance indicating through statutory language that the library is a Federal depository and FDLP information products can be used by the general public without charge.

LPRP 25

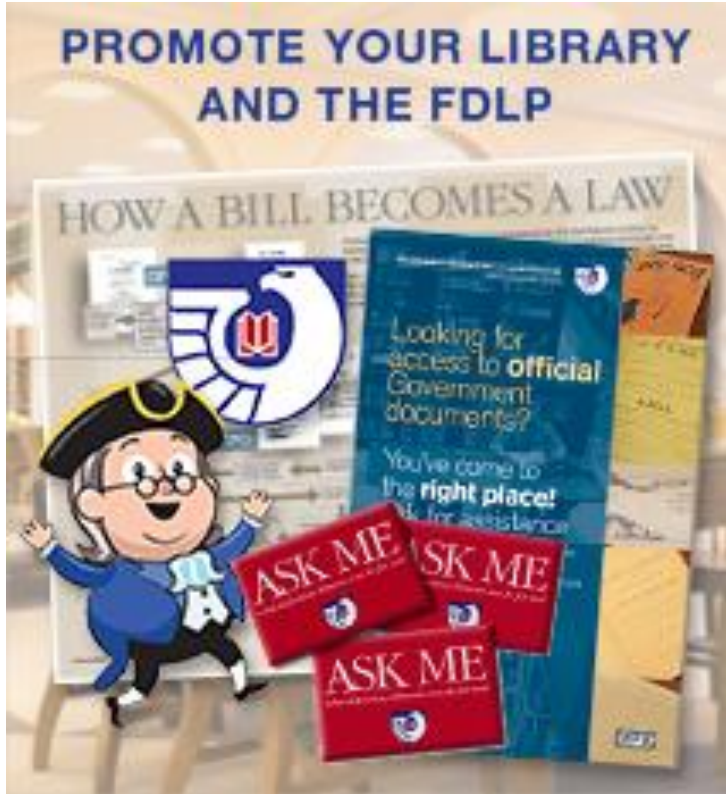


But hey – this is still a classic!
What door wouldn't love to have this adornment?

Web page? LibGuide? Label your library as a center for govt info

Depository libraries that have a library Web page or site must identify themselves as a Federal depository library on their Web page or site by displaying the FDLP logo, provide the statutory language found on the FDLP decal, or otherwise identify the library as a public access point for FDLP material.

Public awareness



Available on FDLP.gov:

- Order Promotional Materials (login required)
- Marketing Ideas
- FDLP Digital Marketing Toolkit
- FDLP Guide to Social Media
- Celebrate your depository anniversary
Constitution Day, and more!

Lots and lots of ideas and resources are available:

- FDLP.gov > Requirements and Guidance > Promotion
- Webinars, conference proceedings, listserv discussions, journal articles, etc.

Getting Help from GPO

Use askGPO

<https://ask.gpo.gov>

Prefer a phone call?
Contact Federal
Depository Support
Services

202-512-1119

