

Education: An FDLP Forecast Study Working Paper¹



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The U.S. Government Printing Office's (GPO's) Federal Depository Library Program (FDLP) Library and State Forecast Study Questionnaires requested responses related to the following themes: Affiliations & Community Marketing, Collection Management, Education, Future Roles & Opportunities, Library Services and Content Management Projects, and Preservation.

This series of Working Papers presents an analysis of each theme and includes major findings and conclusions from the related qualitative and quantitative data.

This report also includes analyses of responses from questions 30 – 33 of the Library Forecast Questionnaire and questions 17-20 of the State Forecast Questionnaire. These questions focused on future roles and opportunities for the FDLP and its libraries. A wide range of topics were included in these responses and those related to education have been analyzed and reported in this paper.

Each Working Paper includes the following sections:

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¹ FDLP Forecast Study Working Papers have not undergone the review and editorial process generally accorded official GPO publications. These working papers are intended to make results and analysis of Forecast Study data available to others and to encourage discussion on a variety of topics.

In response to the Library and State Questionnaires, specific recommendations for each theme will be included in the FDLP Forecast Study Final Report.

PLEASE NOTE: TOTALS MAY NOT ALWAYS EQUAL 100% DUE TO ROUNDING, AND RANKINGS ARE BASED ON FREQUENCIES, NOT PERCENTAGES.

INTRODUCTION AND BACKGROUND

Prior to the Questionnaire, GPO’s Library Services and Content Management (LSCM) recognized the value of education and training for the FDLP community and the public. FDLP training and education is a key strategic initiative and was identified in the LSCM Strategic Plan (FY2013 – FY2017).

KEY EFFORT: Customer Education Initiatives —Appropriate promotion and recognition/penetration to the American public for all GPO products and services.

Key initiatives:

1. *FDsys Training — LSCM continues developing a comprehensive Federal Digital System (FDsys) Training portfolio, launching additional FDsys educational video modules (advanced searching, tracking legislation, etc.)*
2. *LSCM expands its e-Learning platform to:*
 - a. *Create new educational offerings and curriculum development beyond FDsys;*
 - b. *Identify partner agencies and offer collaborative training portfolio developed in partnership with the FDLP community, facilitated by GPO; and,*
 - c. *Extend the use of our e-Learning platform to the FDLP community for cross- community training and sharing best practices.*

For the purposes of this Working Paper, education is defined in its traditional manner as “the process of receiving or giving systematic instruction.” Education can be accomplished through various methods, including webinars, classroom sessions, conferences, and video tutorials. Also, education can be conducted both virtually and in-person. There were two education questions in the Library Forecast Questionnaire (Questions 19 and 20), and one education question in the State Forecast Questionnaire (Question 8).

QUESTIONS

Library Forecast Questionnaire:

- **Question 19:** *Would you participate in GPO-facilitated virtual meetings or seminars on topics of interest to the FDLP community?*
- **Question 20:** *Would you participate in a mentoring forum hosted by GPO for new or existing coordinators?*

State Forecast Questionnaire:

- **Question 8:** *Would FDLP libraries in your state participate in GPO-facilitated virtual meetings or seminars on topics of interest to the FDLP community?*

SUMMARY OF FINDINGS

Education

As demonstrated by the Library Forecast data collected in the education questions, most libraries self-reported that they are interested in FDLP educational opportunities:

- 86% of libraries reported they would participate in GPO-facilitated virtual meetings or seminars on FDLP topics.
 - Furthermore, those 691 respondents provided additional suggestions for training topics that would be of interest to the FDLP community, providing over 1,300 suggestions for training. (Library Q19)

States showed a great deal of consensus on the matter:

- 93% of states indicated interest in participating in GPO-facilitated virtual meetings or seminars. Only three states indicated no interest. (State Q8)

Mentoring

As demonstrated by the Library Forecast data collected in the one mentoring question, most libraries self-reported that they are interested in FDLP mentoring opportunities:

- 55% of libraries reported that they would participate in a mentoring forum hosted by GPO for new or existing coordinators. (Library Q20)

This question did not appear on the State Forecast Questionnaire, therefore no comparison can be drawn.

These results will play an important role in the development of the FDLP Strategic Plan and the FDLP National Plan.

DETAILED FINDINGS - LIBRARY FORECAST

Question 19: *Would you participate in GPO-facilitated virtual meetings or seminars on topics of interest to the FDLP community?*²

Question 19 required a standard yes/no response and provided an option for open-ended responses where respondents stated specific training sought from GPO.

Of 802 respondents to Question 19, 691 (86%) indicated they would participate in GPO-facilitated virtual meetings or seminars, and 111 (14%) indicated they would not participate.

Respondents from 691 libraries provided further elaboration via the open-ended responses. There was no limit to the number of topics they could provide.

Identified training needs were grouped into 81 different topics, resulting in 1,370 observations.³

Of 81 topics identified for training in the initial review, top-ranked responses are (in ranking order):

Figure 1: Library Forecast Question 19 Most Frequent Responses

| Rank | Topics | Frequency | % |
|------|--|-----------|-----|
| 1 | Digital and Online Government Information Products (of Other Agencies) | 161 | 12% |
| 2 | GPO's Federal Digital System (FDsys) | 141 | 10% |
| 3 | Marketing/Promotion/Outreach | 81 | 6% |
| 4 | Collection Management and Development | 78 | 6% |
| 5 | Updated or New GPO Services/Tools | 72 | 5% |
| 6 | Digitization | 58 | 4% |

² Parallels information requested in Question 8 of the State Forecast Questionnaire.

³ The term "observations" refers to each unique "library-topic" combination. A library's response could include numerous topics, each characterized here as "observations."

The second step in analyzing responses was a process of analytical compression that grouped the 81 individual topics into five over-arching themes, resulting in 1,087 unique observations.⁴ The five over-arching compressed themes are (in ranking order):

Figure 2: Library Forecast Question 19 Compressed Themes

| Rank | Compressed Theme | Frequency | % |
|------|--------------------------------------|--------------|-------------|
| 1 | Non-GPO Content Facilitated by GPO | 289 | 27% |
| 2 | Depository Administration/Management | 284 | 26% |
| 3 | GPO Tools and Services | 273 | 25% |
| 4 | Out of FDLP Scope | 144 | 13% |
| 5 | Unspecified Topics | 97 | 9% |
| | Totals | 1,087 | 100% |

Question 20: *Would you participate in a mentoring forum hosted by GPO for new or existing coordinators?*⁵

Question 20 required only a standard yes/no response.

Of 802 respondents to Question 20, 440 (55%) reported they would be interested in a mentoring forum hosted by GPO for new or existing coordinators, while 362 (45%) reported they would not.

Education-Related Comments from other Library Forecast Questions

Several other Library Forecast questions corresponded to the topic of education.

Question 17d: *Please rate the following current LSCM projects areas according to how users of Federal government information in your library might benefit: Projects focused on education and online communication with FDLP members such as: FDsys training sessions; acquiring an online tool for virtual meetings; scheduling online community forums to discuss current FDLP issues; communication through social media (blogs, twitter).*⁶

Of 802 respondents to Question 17d, 380 rated these LSCM projects as “extremely beneficial,” 371 rated the projects as “moderately beneficial,” and 51 rated the projects as “not beneficial.”

⁴ A more detailed explanation of the analytical compression process will be provided in the FDLP Forecast Study methodology documentation.

⁵ This question did not have a parallel State Forecast Questionnaire question.

⁶ Parallels information requested in Question 6d of the State Forecast Questionnaire.

Question 18: *Is there another area of service that you would like LSCM to offer? (Please describe.)*⁷

Of the 802 respondents to Question 18, 217 (27%) responded “yes” and chose to provide an individual open-ended response. Those responses totaled 351 observations, of which 41 related to education and training.

The most popular training topics of the 41 observations, starting with the most frequently-mentioned, are:

- New FDLP Librarian Training
- Digital and Online Government Information Products (of Other Agencies)
- GPO’s Federal Digital System (FDsys)
- FDLP Community-Led Training
- Specialized Subject Area Training

Question 30: *What leadership opportunities and roles do you foresee for your depository library in the next five years?*⁸

Of 802 respondents to Question 30, individual open-ended responses totaled 989 observations. Of the 989 observations, 84 of those related to a future leadership role/opportunity regarding training in general, 31 of those related to a future leadership role/opportunity regarding a specific training topic, and seven of those related to a future leadership role/opportunity regarding mentoring.

Responses were more specific regarding topical training. Of the 31 topical training-related observations, 10 referred to library-to-library training. Other observations focused on consumer and business information, Census data, PACER, GIS data, FDsys, and legal-related resources, to name a few.

Question 31: *What would an ideal FDLP look like that met all of your current and anticipated needs for Federal Government information?*⁹

Of 802 respondents to Question 31, individual open-ended responses totaled 1,699 observations. Of the 1,699 observations, 71 of those related to general training, 19 of those related to a specific training topic, and three of those related to mentoring.

The top two training topics requested in Question 31 and Question 19 were identical: “Digital and Online Government Information Products” and “GPO’s Federal Digital System (FDsys).”

⁷ Parallels information requested in Question 7 of the State Forecast Questionnaire.

⁸ Parallels information requested in Question 17 of the State Forecast Questionnaire.

⁹ Parallels information requested in Question 18 of the State Forecast Questionnaire.

Question 32: *Thinking about the next five years, what specific things would you like GPO to do to help you and your library improve public access to Federal government information?*¹⁰

Of 802 respondents to Question 32, individual open-ended responses totaled 1,308 observations. Of the 1,308 observations, 106 of those related to general training, 42 of those related to a specific training topic, and two of those related to mentoring.

Of the 42 topical training-related observations, there were nine mentions of the need for GPO to train on marketing the FDLP and on FDsys. There were also seven mentions of the need for GPO to train on digitization and preservation and on the information products of other agencies. Additionally, there was a wide variety of other suggestions ranging from collection development training to cataloging training to training on open Government.

Question 33: *Is there anything else that you would like to tell us about the current and future vision of the FDLP?*¹¹

Of 802 respondents to Question 33, 238 (30%) responded “yes” and chose to provide an individual open-ended response. Those responses totaled 400 observations. Nineteen (19) of those related to general training, six of those related to a specific training topic, and one of those related to mentoring.

The six training topics specifically mentioned in the open-ended responses did not fall into any one pattern. Requested training topics were collection management, digitization, index tools, resources from other agencies, requests for GPO to develop national Government information literacy standards, and potential changes to Title 44 of the United States Code.

DETAILED FINDINGS - STATE FORECAST

Question 8: *Would FDLP libraries in your state participate in GPO-facilitated virtual meetings or seminars on topics of interest to the FDLP community?*¹²

Question 8 had a standard yes/no response, and the option to stipulate specific training topics.

Of 45 state respondents, 42 (93%) indicated interest in participating in GPO-facilitated virtual meetings or seminars. Only three states indicated no interest.

Open-ended responses were provided by 42 states, and they could provide multiple responses.

Identified training needs were grouped into 81 different topics, resulting in 288 observations.¹³

¹⁰ Parallels information requested in Question 19 of the State Forecast Questionnaire.

¹¹ Parallels information requested in Question 20 of the State Forecast Questionnaire.

¹² Parallels information requested in Question 19 of the Library Forecast Questionnaire.

¹³ The term “observations” refers to each unique “state-topic” combination. Any state’s response could include numerous topics, each characterized here as “observations.”

When comparing State Forecast Question 8 to its comparable Library Forecast counterpart (Question 19), both libraries and states reported similar interests in training topics, shown below by the almost identical top four ranked topics. However, the topic, “Updated or New GPO Services/Tools” while ranking 5th (5%) among libraries, ranked 16th (2%) among states’ responses. Of 81 topics identified for training in the initial review, the top-rated State Forecast responses, compared to the Library Forecast, are (in ranking order):

Figure 3: Comparison of State Forecast Question 8 and Library Forecast Question 19 Responses

| State Forecast Q8 Rank | Library Forecast Q19 Rank | Topics | State Forecast Q8 Freq | State Forecast Q8 % | Library Forecast Q19 Freq | Library Forecast Q19 % |
|------------------------|---------------------------|--|------------------------|---------------------|---------------------------|------------------------|
| 1 | 1 | Digital and Online Government Information Products (of Other Agencies) | 24 | 8% | 161 | 12% |
| 2 | 3 | Marketing/Promotion/Outreach | 22 | 8% | 81 | 6% |
| 3 | 2 | GPO’s Federal Digital System (FDsys) | 19 | 7% | 141 | 10% |
| 4 | 4 | Collection Management and Development | 17 | 6% | 78 | 6% |
| 5 | 6 | Digitization | 16 | 6% | 58 | 4% |
| 16 | 5 | Updated or New GPO Services/Tools | 6 | 2% | 72 | 5% |

Next, through analysis of the responses, the 81 topics were compressed into five over-arching themes, resulting in 119 unique observations. The five over-arching compressed themes, compared to the Library Forecast, are (in ranking order):

Figure 4: Comparison of State Forecast Question 8 and Library Forecast Question 19 Compressed Themes

| State Forecast Q8 Rank | Library Forecast Q19 Rank | Compressed Theme | State Forecast Q8 Freq | State Forecast Q8 % | Library Forecast Q19 Freq | Library Forecast Q19 % |
|------------------------|---------------------------|--------------------------------------|------------------------|---------------------|---------------------------|------------------------|
| 1 | 2 | Depository Administration/Management | 35 | 29% | 284 | 26% |
| 2 | 1 | Non-GPO Content Facilitated by GPO | 33 | 28% | 289 | 27% |
| 3 | 3 | GPO Tools and Services | 25 | 21% | 273 | 25% |
| 4 | 4 | Out of FDLP Scope | 23 | 19% | 144 | 13% |
| 5 | 5 | Unspecified Topics | 3 | 3% | 97 | 9% |
| | | Totals | 119 | 100% | 1,087 | 100% |

Education-Related Comments from other State Forecast Questions

Several other State Forecast questions corresponded to the topic of education.

Question 6d: *Please rate the following current LSCM projects areas according to how users of Federal Government information in libraries within your state might benefit: Projects focused on education and online communication with FDLP members such as: FDsys training sessions; acquiring*

*an online tool for virtual meetings; scheduling online community forums to discuss current FDLP issues; communication through social media (blogs, twitter).*¹⁴

Of 45 state respondents to Question 6d, 23 rated these LSCM projects as “extremely beneficial,” and 22 rated the projects as “moderately beneficial.” There were no “not beneficial” responses.

Question 7: *Is there another area of service that FDLP libraries within your state would like LSCM to offer in the next five years? (Please describe.)*¹⁵

Of 45 state respondents to Question 7, 33 (73%) responded “yes” and chose to provide an individual open-ended response. Those responses totaled 117 observations. Of the 117 observations, a small number of comments related to education (14).

The most popular training needs expressed were:

- New FDLP Librarian Training
- Digital and Online Government Information Products (of Other Agencies)

Question 17: *What leadership opportunities and roles do FDLP libraries in your state foresee for themselves in the next five years?*¹⁶

Of the 45 state respondents to Question 17, individual open-ended responses totaled 171 observations. Of the 171 observations, 28 (16%) of those related to education and training. Within those observations, there were 18 mentions of general training, six mentions of a specific training topic, and four mentions of mentoring.

The six mentions of specific training topics included: Government information for non-depository libraries, GPO’s role in civic life, guidance for transitioning to an electronic depository, law, and patent and trademark.

Question 18: *What would an ideal FDLP look like that met all of your current and anticipated needs for Federal Government information?*¹⁷

Of the 45 state respondents to Question 18, individual open-ended responses totaled 326 observations. Of the 326 observations, 22 (7%) of those related to education and training. Within those observations, there were 19 mentions of general training, two mentions of a specific training topic, and one mention of mentoring.

The two mentions of specific training topics were: 1) a statement that the Introduction to FDsys webinar was very helpful and 2) an expression of the need for training for new librarians.

¹⁴ Parallels information requested in Question 17d of the Library Forecast Questionnaire.

¹⁵ Parallels information requested in Question 18 of the Library Forecast Questionnaire.

¹⁶ Parallels information requested in Question 30 of the Library Forecast Questionnaire.

¹⁷ Parallels information requested in Question 31 of the Library Forecast Questionnaire.

Question 19: *Thinking about the next five years, what specific things would you like GPO to do to help FDLP libraries in your state improve public access to Federal Government information?*¹⁸

Of the 45 state respondents to Question 19, individual open-ended responses totaled 333 observations. Of the 333 observations, 29 (9%) of those related to education and training. Within those observations, there were 20 mentions of general training, eight mentions of a specific training topic, and one mention of mentoring.

The eight mentions of specific training topics included: FDsys, resources of other agencies, RDA, transitioning from print to electronic, weeding/updating tangible collections, and developing a formal certification for Government information experts.

Question 20: *Is there anything else that you would like to tell us about the current and future vision of the FDLP?*¹⁹

Of 45 state respondents to Question 20, 29 responded “yes” and chose to provide an individual open-ended response. Those responses totaled 139 observations. Of the 139 observations, five (4%) of those related to education and training. Within those observations, there were four mentions of general training, one mention of a specific training topic, and zero mentions of mentoring.

The one mention of a specific training topic focused on the need for training on the use and interpretation of the content provided by FDLP resources, collections, and services.

GPO ACTIONS AND NEXT STEPS

Actions Already Taken

- ***FDLP Training and Education (Library Forecast Question 19 and State Forecast Question 8)***

In 2011, prior to releasing the FDLP Forecast Study, LSCM launched its FDsys Training Initiative and created a comprehensive educational curriculum. LSCM has conducted in-person sessions based on the FDsys curriculum since November 2011 for GPO staff, Congressional offices, Federal agencies, and DC-area Federal depository libraries.

With the launch of LSCM’s e-Learning platform in March 2012, staff members began offering FDsys training webinars as well. Since that time, LSCM staff have given 53 live, classroom sessions, 31 webinars, and one combined classroom/webinar session (part of the 2012 Interagency Depository Seminar). As of May 2013, 2,300 individuals have participated in FDsys training. In addition, all webinars are archived for asynchronous learning. The response from the FDLP community and trainees has been overwhelmingly positive, furthering LSCM’s resolve to continue offering training.

¹⁸ Parallels information requested in Question 32 of the Library Forecast Questionnaire.

¹⁹ Parallels information requested in Question 33 of the Library Forecast Questionnaire.

To further complement the curriculum, educational video modules have been created and launched on gpo.gov, fdsys.gov, and fdlp.gov to assist FDsys users.

Responses to Library Forecast Question 19 confirmed that training on FDsys is a major priority for the FDLP community. In fact, training on FDsys ranked second overall in the list of top training needs. This validated LSCM's focus on FDsys training as a top priority.

In developing the FDsys curriculum, LSCM has created a functional model and repeatable process that can be expanded to enlarge the training initiative. LSCM staff members continue to develop new curricula for additional training webinars based on the needs expressed by the FDLP community in the Library Forecast Study.

Once FDsys training was underway, the next priority for LSCM was to develop priorities for new training topics and a FDLP Community Training Initiative Project Plan (based on the analysis of the responses to Library Forecast Question 19).

As Library Forecast Questionnaire responses were being received by LSCM, training from the U.S. Census Bureau, particularly of the American FactFinder tool, was noted as a topic of great interest. Based on that, GPO and U.S. Census Bureau staff collaborated to offer a series of three training webinars between February and April 2013. Over 500 registrants in the FDLP community participated in the three sessions. LSCM staff is exploring similar beneficial collaborations with other Federal agencies to offer additional training webinars.

Also based on specific training topics suggested in the Library and State Forecasts, LSCM presented the webinars "An Overview of RDA for FDLP Libraries" and "Promoting your Depository and the FDLP" in the spring of 2013.

Actions in Development

- ***Expanding Educational Offerings (Library Forecast Question 19 and State Forecast Question 8)***

LSCM is continuing to develop educational opportunities for the FDLP community, using information derived from responses from the Library and State Forecast Questionnaires. Work underway includes:

1. Expanding GPO's educational offerings and curriculum development using the FDsys Training Initiative as a tested model from which to develop further curricula.
2. Recruiting, hosting, and facilitating training sessions taught by information specialists from Federal agencies.
3. Promoting and providing training to the FDLP community on our e-Learning platform for use outside GPO for cross-community training, sharing best practices, and related educational purposes.

- **FDLP Mentoring (Library Forecast Question 20)**

As part of the Library Forecast Questionnaire, 55% of respondents reported they would be interested in a GPO-hosted mentoring forum or program of some type. In addition, a frequent initiative identified as a high priority in the State Focused Action Plans is implementation of a mentoring program at the state level.

LSCM's next step is to gather more community information. Input is needed regarding participation in such a program, i.e. interest in serving as a mentor, mentee, or helping to set up a mentoring program. LSCM is planning to hold one or more focus groups on mentoring to better understand FDLP community needs and to gather information from those already involved in successful mentoring programs.

CONCLUSIONS

The responses to the education-related questions in the Library and State Forecast Questionnaires confirm that the FDLP community is looking to LSCM for the essential needs of continued education, training, and guidance on a broad spectrum of topics.

Topics range from administering and managing a depository collection, to GPO tools and services, to identifying what Federal Government information is accessible online, to the best ways to access it. Regardless of training topic, participants requested that LSCM present, facilitate, or provide access to all manner of educational programs and materials. LSCM recognizes and supports FDLP training as a critical need for depository libraries and has already incorporated it as an LSCM strategic goal.