

Event ID: 3053168

Event Started: 10/17/2016 1:50:18 PM ET

Please stand by for realtime captions. Hello everybody we will be going live to the ballroom with audio in just a few minutes.

Welcome back everybody. I'm Jim Shaw from the University of Nebraska at Omaha. I am here to welcome you all to this afternoon session to better serve and support public libraries. Before I introduce our two presenters from GPO, I would like to follow on Scott this morning a little bit. I would like to tell a story that I promises relevant. [Laughter]. Yesterday, on my way to the conference, I changed planes in St. Louis and while I was standing in line to get on the plane from St. Louis Washington, to my great just misfortune, I was standing underneath a monitor. It was tuned to CNN. The talking heads, pundits, spin masters, you know who they are. They were going back and forth and it was sort of distressing. But I thought later on when I was on the plane it's actually ironic and cool that I'm going to the DLC conference having just endured that because this is the place where people get together and go to work every day to help our fellow country people get along in their lives and in the world and in their country. We are people they go to for help with government information. We are an institution. We were reminded this morning by director cooks that GPO is 150 years old . It's an institution that has been around for a while. It is pretty stable. It is important to remember that institutions are, I guess you could call it the ballast for the ship of state. They can help keep things steady. We are all going to work every day helping to keep things steady. If you studied the electoral history of the United States much all, you know that from the very beginning it has been at time a very provocative and annoying affair. But we are all still here. We probably will all still be here on November 9. I'll be back at Omaha and you'll be at your jobs. And that's how it is all relative. GPO, it's probably one of those institutions, one that is one. It's what makes the United States the United States. Distinguishes us of the world. Thank you all for being here. I hope that is a pep talk during a distressing electoral season .

About a year and half ago, counsel asked our colleagues to take a look at the situation surrounding public libraries and the federal depository Library program. Anyone of us have noticed that in the last decade or so, quite a few public libraries have dropped depository status. You get to the point where you wonder, what is going on textile what is happening out there? Are there patterns that are repeating that we can identify that we can help direct some assistance to or so advice and counsel to something to help public libraries in particular to find ways of staying with the program and, even better, perhaps encourage more to join the program. That is the genesis of this. About a year and a half ago, a request from counsel to GPO, I think it's time that we need to look at the patterns. Our colleagues agree.

This afternoon, we have Lori Hall the acting superintendent of documents, and Susan Miller, lead program and management analyst for the federal depository Library program here to bring to us a draft of this report to better serve and support better public libraries. Those of you who

did not have a chance to see it before the conference, links were emailed out this week, there are about copies of the draft sitting on the chair just to my right, next to the microphone.

With that, I will turn this over to our presenters. After they are through, I will ask counsel for comments and questions and then after that we will turn it over to you, the participants in the room for your comments and questions and hope for a nice discussion. Thank you.

Good afternoon. As Tim mentioned back in spring of 2015, the Council asked LSCM to take a look at how to better serve and support public libraries. In their recommendation were five points that they wanted us to concentrate on. That is the core of our report. The recommendations were centered around these five specific points and they are fully discussed throughout the paper. One correction right from the beginning. The original recommendation was for 47 public libraries that had relinquished their status between 2007 and spring of 2015. In the course of writing this report, we actually discovered there were 48. We will refer to 48 public libraries that left in that same time period throughout this report.

Between 2007 and 2015, 112 libraries relinquished their status in the FDLP . Of these, 40% were public libraries. In the FDLP, that 43% comprised of public libraries in the city, county, municipal, city County lockup county, parish, multi-gesture jurisdictional cost school and other libraries. The 2009 biennial needs assessment stated that public libraries often faced challenges on a different scale from libraries serving a more targeted audience. This report attempts to more closely defined as challenges as they relate to the FDLP , specifically in public libraries.

The public library report that we prepared more closely examines the reasons public libraries left the FDLP . Let me go back a step. Our objectives in this report are to find out why what the reasons were that the public libraries left and that was stated in their official drop letters. The services and the common operational goals of the remaining public libraries and to take a look at the current LSCM and initiatives that may serve as incentives for public libraries to stay in the FDLP. We are also proposing a couple of new programs that can assist public libraries as well as other libraries within the FDLP and toward the end of the program we are hoping you can give us more ideas on some of those things that we can take care of .

So, how did we write and address those objectives? The first thing we did is we examine some of the current industry trends in public libraries. We looked at articles and research papers. From experts in the industry .

We looked at internal LSCM data. That includes an analysis of all of the 48 drop letters from the public library. When a library relinquishes status coffee have to submit a and official athletic. We examine those. We looked at the 2009 and 2015 biennial survey and needs assessment. We looked at documents in a Photoshop correspondence and other related subject matter material. Anecdotal information that we gleaned from interactions with public libraries that our LSCM has heard in speaking to public libraries and or anticipating and conferences .

Currently, the Federal Depository Library program supports a network of 1148 libraries. The types of libraries within the FDLP are six primary categories. The largest being academic, which is 70% of the program, public is 15%, state program is 7%, federal government is 4%, local government is 1% and as of 2016 there are 1117 libraries in the STL P .

This chart looks at the library drops during the 2007 spring 2015 time period covered in this report. Of the 112 libraries relinquished that relinquished their status during that time, 48 were public libraries 43%, and fifth teen percent were academic library's. California led the public library drops with 10, Colorado, Florida, Michigan and Wisconsin all hit three drops each .

So what happened? During this time period, 2000 2007 through 2015, the following events took place. If you remember, we had the great recession including banking failures, sub prime mortgage crisis, big industry failure such as automotive. The federal government had sequestration which was huge federal spending cuts. We had a shut down in their. I think a 12 or 13% said no. State and local government funding cuts that resulted in permanent cuts in staffing and other resources. In some sense it was the perfect storm .

If we begin to look at some of the characteristics and public libraries, in the summer of 2012, the digital supplement cited an important point in public library closures from chief officers of agency reports and the number of libraries that had close, this is libraries in general, not just FDLP libraries. Daily Kos is a result of funding cuts, fewer states , 12 as compared to 17, reported public library closures in their states within the past 12 months .

Most states reported that fewer than five public library I was had close except New Jersey, and Michigan .

The majority of states, 82%, that reported the public library hours have been cut in the past 12 months due to funding cuts. That is an increase from 4% of the previous year.

At our Spring 2012 conference, sorry I went to the wrong place.

To better understand the public library audience and services needed to serve the audience, I took a look at the funding, growth trends and characteristics of public libraries in today's world. One of the biggest obstacles facing public libraries today, providing public access technology services and resources .

Sufficiency: 65.4% of libraries reported fewer public access computers to meet the growing demand.

Staff: public libraries reported challenge with providing you government, employment support, and access to library technology staff. 23.2% of public libraries reported a decrease in staff over the last three years. 71.9% reported permanent staff reductions .

Reduced hours: 21.5% of the public libraries reported a reduction in hours over the last three years due to budget cuts. Urban public libraries reported the largest reduction in hours of the last three years with an average reduction of 65.8 hours per year .

Costs: cost factors were a continuing challenge in maintaining sustaining, and maintaining public aspects and for such a .

Gets: while 52% of the library has seen increases, up to 2% over the budget decrease of the prior three-year, 12.5% reported operating budgets say the same as previous year .

The fastest-growing spending priorities are technology and electronic material. A small town libraries, in particular, 47%, the technology as a crucial line item. Suburban libraries so the greatest need for e-books and tied with urban libraries electronic resources and digital collections .

When asked what they would do to improve service if they received extra funding, the top response was to add or restore staff. The hours of operation have increased as well. While over the past five years, libraries averaged weekly hours have fluctuated down from 59.8 from 2008. But up from [Indiscernible] show an overall increase in 2.4 weekly hours persistent. The largest libraries increased hours for the second year in a row.

Sources of funding: defects in article we just refer to this where does the money come from? The sources of funding included on a federal level, the Library services and technology act funding was 180, the Library services and technology act funding was \$180.9 million, generally steady over the previous years funding. 13% of public libraries surveyed had public referendum primarily to fund operating budgets. California in June had public referendum primarily to fund operating budgets. California in June 2014 elections six library partial tax measures passed for \$19.1 million in revenue. Appropriated money from town and county budgets increased overall by 2% with smaller libraries serving populations of 10,000 to 24,000 showed a 4.5% growth, large library showed a 1.4% growth and libraries serving 500 to 999,000 showed a 4.2% growth. Small-town libraries say 0.2% growth. State funding brought 3.6% increase. Rural and small-town libraries saw the most decreases .

What are some of the services, common services that patrons are requesting of public libraries? In September, 2015 cut the pew research Center issued a report focused on the state of public libraries. The report conducted a survey that asked the community what services they wanted from a public library. The following table reports on this responses. The top answers included offer free early literacy programs to young children, Corneille more closely with local schools and and providing resources to kids. As a side note we have guides. Teach all patrons to use digital tools including computers, smart phones, apps. Offer programs to teach patrons about privacy reduction in online security. Create services or programs for active military serve personnel and services .

These themes of education, digital literacy, programs and services and library space were prominent among the responses offered .

In a 2014 digital inclusion survey, done by the ILA University of Maryland information policy and access center, they focused on the Internet and public libraries. Virtually all libraries, 90% offer free public Wi-Fi. This is compared to only 21% offered public Wi-Fi in 1994 .

Close to 90% of the libraries offered basic digital literacy training and a significant majority support training related to new technology. Social media use is up 56% .

76% of libraries assist patrons in using online government services. The vast majority of libraries provide programs that support people and applying for jobs. Accessing and using online job opportunities and using online business. More than 90% of public libraries offer e-books. Online homework assistance and online language learning .

The survey results showed a consistent trend and the increase of public technology services offered in US public libraries .

In the 2015 biennial survey and needs assessment, libraries were asked to identify what services and content management activities they provided. The top five services offered by Federal depository public libraries included: reference desk, helpdesk of physical quick answers. Managing the physical libraries and print collections, providing electronic access to documents, virtual reference assistance academic and local government libraries and providing training on searching and effective use information .

When asked to identify the tools, methods, or applications use the library, to deliver information in the 2015 biennial survey the answers are shown in the chart that in the public library report. One of the key points of this question found that public libraries were more likely to use social networking and mobile devices as a primary tool for delivering information.

The 2015 survey found that since the 2009 triennial survey, the importance of user access tool has increased from 40% to 56% and webinars have increased from 3% to 33%. The complete list as well as other library types again is included in the full report .

The 2015 survey noted these trends in public libraries. The key subject area categories of both academic and public libraries for health and safety, education, people and culture, computers and Internet. The tools for managing or delivering information, website posting, social network tools, emails, some scanning in demand on demand and of course mobile devices which has increased greatly .

With that information, we go on to the five specific points that counsel requested us to address. .1 is identifying the reason why public libraries relinquish their status. Once again pit six to go look at the public library set relinquish status. By counsel, a thorough examination of the official drop letters listed some of the following reasons. Also want to note that in the public library report, there is a complete listing of every one of the 48 libraries and why they dropped.

Top reasons for leaving the FDLP. 52% cited the availability of online resources. It's important to note they came ^ also specify more than one reason. 46% attributed reduced budgets, 27% staff shortages, not necessarily through staff cuts or losses but be reallocating the government document resource or making them take on additional tasks. 25% availability of nearby depositories. On that note, it's important to notice that out of the 48 libraries that drop, the County of Los Angeles Public Library system saw a total of seven libraries relinquish their

depository status between March relinquish their depository status between March 2009 and July 2010. Each branch library had an off DLP designation. The Los Angeles Central Public Library remained a member of the F DLP. Mid-Manhattan Library consolidated three branches into two.

We also saw 23% cite low use by patrons, 21% space reallocation, noted change in libraries and 17% branch consolidations. Again, a complete list of this is available in the report .

Of the 48 public libraries leaving the FDLP between 2007 and spring of 2015, the majority were city, county, or municipal libraries.

There are a couple of additional points to be made about libraries during the same time period. 12 public libraries decided to stay in the program after their initial decision to leave the program. The reasons for the reversal included a change in director, additional funding, switching to all digital, consultation with our outreach and support librarians on creating operating efficiencies, overcoming some of their operational problems, and enhanced program applications after instructional direction from LSCM .

Since October Since October 2015, two libraries have joined the FDLP well 12 more have relinquished status. For those 12 are public libraries. This includes Columbus, Metropolitan library, Brooklyn Public Library, Andresen Nevada's public library and then neurotrauma public in Casper Wyoming .

.2. Counsel asked us to service or serve current depository staff on important challenges they face as depository libraries. Again, in our 2015 biennial service, question for asked to what extents do you consider the following factors to be problems or challenges to providing information and services? Public libraries were significantly more likely to cite marketing, user training, and lack of training on how to use and search resources as major or minor problems. Increased workload 72%, staff reduction, shortage 71%, keeping up with technology, 69% in budget constraint .

Three point survey depository and staff of remaining libraries to identify both the positive advantages they achieved by being depositories and what additional enhancements or benefits would help them to provide government information service to the patrons. The 2015 biennial survey noted in the key findings that all FDL services allowed users to serve themselves are considered most important. This includes access to depository materials, easy access. Free access to fee-based government databases, the FDLP Governor website , webinars, the two most often cited resources included 70% made access to the depository services as most important and user access tools have increased in importance from 40% in 2009 256% in 2015 .

At the 2016 virtual conference, there was a discussion entitled at the crossroads, continuing the discussion of public depository libraries .

This quote started the discussion and they said it was important at this point to make sure we had remembered it. Participation in the depository library system connects our institution to the world outside our community. Both our staff and users benefit from this connection to the ideas that come to us from statewide and national sources .

Former director Frederick Kirby, one of the button harbor public library. At the same discussion, Aaron S, formerly at the St. Louis Public Library, charities usage statistics. 2015 averaged 23 requests per month for holds on C.items. Approximately 70% of reference questions in business, relate in some way to government information. He went on to point out that the dichotomy government documents are one unique extract of the research and collection of the St. Louis Public Library and government documents infiltrate all all the apartments.

In contrast, the biennial survey asked: what are the least important services provided by the FDLP to your library? For public libraries, 49% of the respondents found conferences to be of service or of lesser importance. Authentication of government publications on FD's EIS was less important with 40% of the respondents as were the legal requirement and program regulations and marketing promotional materials .

The survey went on to ask, what services and/or resources do you need from FDLP data currently not being provided.

The response, were digitized historical web collections of government publications, including historical coverage of titles and FD CS and items based on subject. Item selection flexibility race and geography, and I recommendations for size of lab library .

34% of the public libraries would like to see government publications classified using the Dewey decimal system .

The libraries were also asked about their level of satisfaction with the existing FDLP services and tools. A number of resources ranked high satisfaction. Tran08.gov, FD CCIS, training a webinar, Web tools for collection development and maintenance and free access to government databases .

So the fourth point was to compile this information into a report. The draft report is currently available not only on that chair, but on tran08.gov. We would like to have your comments on the report when she read it in and just it back to us November 18, close of business. You can send this to me at SK Miller@GPO.gov. Once we receive them, this report is expected to be finalized by January, 2017 .

.5 I turned over to Lori .

Do want to stop here for questions on Susan's section or do I keep going ex-cop that's a lot of data she just went through. It's really up to you guys.

[Inaudible question]. No more than seven or eight minutes of questions .

Okay, according to our tradition, comments and questions from counsel?

Hello, I'm Beth Williams. I had a quick question. Thank you so much for that report. That was really rich and I look forward to reading it in more detail. It sounds like the bulk of your

information came from published sources and also from surveying current FD LPs. Would you consider in the future surveying the house those libraries that are leaving to try to get direct information about their reasons because, as we know, not everyone ends up falling within the standard deviation ?

We actually tried to survey the 48 libraries that had left. We sent them emails to the contacts that we had. Obviously, some of them had left in 2007, 2008. So it was hard to find them. We got maybe a handful of respondents. Basically, they said exactly what they are set us to us in the drop of. If you look at the chart in the appendix, it gives you the specific reason that they left. Of course, we summarized them, but it does give you the specifics. There is a chart within the library that gives you more [Indiscernible] .

Real quick follow-up. So you used just the information that they outlined in their and letters .

Yes. Because we did try to contact them but we had not a lot of luck on that .

Thank you .

Kiersten currency, State Library of Ohio. I was wondering if you talk to the public libraries that have stayed in the program to get a sense of what they are doing well. That maybe could be recommended to some of those public libraries considering dropping .

Some of that is going to come up, but that is one of the things we are doing while we go out and start traveling. We are making sure we hit public libraries. We will talk more about the recommendations. We are going to talk about to public libraries about her trip .

Lori Torrington. In my travels in public library land, so to speak, one of the services that challenges that public libraries are facing are providing a government services. In any of your discussions or looking at the data and documents, does that come up? In the 2014 survey, you cited 76% of public libraries assist patrons in using online government programs and services. The top reason for leaving is availability of online resources. I'm wondering if the FDLP could not do something as a value added membership type of thing to help them somehow with providing a government kind of assistance ?

Can use explain a little bit more by Scott in this conference, we have a lot of participants from other agencies who come and talk to us. They talk to the community about their individual services of the IRS sometimes comes in so they are here to avail themselves of what services they have. This also within the federal government, a lot of governments government programs, like the repository program, patent and trademark. They're going out we do that kind of facility till facilitation. We try to get that community to also be aware of this community and here. That's one thing that is already going on. Are you suggesting some additional type of because across the entire government there is every type of service. Immigration, filling forms, I know each individual public library does a lot of that work with the office, the federal office in the local area. So if you have some suggestions on how we can improve the kind of outreach, please let us know. We can try .

Is that what you are asking ?

Yes. I don't know that I have anything specific. I just think maybe that's a discussion that we ought to be having with public libraries. Perhaps, how can the 10 eight help you, maybe training, maybe facilitating more discussion with agencies, perhaps. This is Lori .

Historically we've are set the text documents to you. We set the document and allow the libraries to then take the documents. We do have training on the Federal Register we have training available we've had that historically on specific groups of materials. We have also had the agencies, and give training and a lot of those agencies are now also doing webinars. That is one way that we have reached out to try to get that information about what the federal government produced to the library. If you have any other additional thoughts on how to do that would be helpful. That there history and what we've done so far .

Marianne Mason, University of Iowa .

I have listened to some webinars that are archived on FDL P Academy. Social Security, Medicare, they are recorded so they are available. I think there is a hesitation from the agency's point of view. They are happy to describe services, navigating the website, but it is for the individual to provide that private and personal information. It would be library and, coordinator, or library staff to know where to go, understand the arrangement of the website and what forms are available. So I think that maybe the limits of what a library could do for privacy purposes. That if you do go to FDL P Academy you will find those recordings and they are quite valuable. I minute academia and I'm not can fill out anyone's Medicaid form but it's important to know about it. Public libraries are right on the front lines. We've had floods in Iowa, more than once, and FEMA, knowing how to get to FEMA and felt the documents, it's a very important function but it is ultimate up to the individual affected to complete the forms .

My thoughts .

Florida .

I don't know how you would measure that, some of the depositories in the air will pick up the load. An act totally, where there is not library there, I'm getting referrals and other depositories. When there's not someone at that depository responsible for the duties, I don't feel I get those referrals and more once they have dropped status .

We had one clarification coming to meet. Just to clarify the Bronx library is still a suppository but this is an career library relinquished their status .

Thank you. I think that's actually what it says in the report.

I think you left out a piece of that .

No big deal .

[Indiscernible]. One of the things I have looked at this bit different because in my institution we have not only federal depository library, we also have a patent and trademark depository library. Over the past several years, they have shifted focus. They are now actually to the point where they have fully renamed the program been in trademark resource and center. They want to move the FDL P2 less collection to more service program. Some errors back, when I was attending this conference, there was some question about why we should stay in the program. One of the reasons is yes, the collections are great but it is the expertise of the librarians who are now I hate the word gait were gatekeepers, facilitators who the general members of the public or not research specialist or do not have a specific focus as they would in the major academic institutions, come in and have no clue as to where to begin looking. They look to us to help them get into this labyrinth that is the federal government, both in terms of its physical agency structures. Where are the information sources and what have you. The patent and trademark office realized this a while back. The advantage they had first of all, they only have 82 or 84 institutions, not 1150. As I believe they are governing the United States code which is either 35 or 37 is written a bit more thickly than title 44 which in that instance is a good thing because it gives them a lot more elbow room to move around. But when it comes to doing things and assisting the public, it's very easy to say that yes we should be doing that. But it's not always so simple when you're confronted with either administration, budget, or other logistical factors that essentially I don't want to say prohibit or for some staff to make it proficient enough and how to navigate through all of this to make it useful enough to the public or the administration can say that's a worthwhile program, let's continue doing that or join an Internet .

It almost seems like we are seeing the opposite trend here. Of the 12 libraries that decided to reverse course and remain in the program, as was alluded to here, some of those were due simply to a change in director. Some of this could be simply an emotional decision on the part of administration or they may have some kind of agenda which they want to move forward with some other program. The depository takes a backseat to a. There is so much happening on the ground at any given institution that it can be difficult but I think it's something we will have to look at to move to this more service centered model. How we are going to do that, I truly do not know. But certainly, [Indiscernible] would be a good place to start looking.

I will jump in. On page 10 of the report, the focus on service, the bar graph there, Publix once libraries to serve key groups. When you read through that, that's not just public libraries, it's most of us. Honestly, the term Mission Creek comes to mind that we want our libraries to do more and more and more. It may become harder to balance everything out and maybe one thing for FDLP is how do we get the depository program, government information fused in all these different things. Because it can relate, how am not sure. This page in particular I see all the different things the libraries are their public is telling them that this would be a good idea for you to be doing this. Okay, that's great. Now how are we going to? And you are stagnant and following, staffing, budgets, it's a challenging environment .

That's one thing, Susan, your report as well predicted that the challenges of just running a library and the kind of economic and stiff environment with that this last decade .

Lori ?

Ready ?

Okay. .5 was to put this all together and come up with some policies, procedural changes, or enhancements, that would encourage public libraries to remain in the program and it would provide an incentive for the public libraries to apply for empty spots for designation. So, let's take a quick look at some of the actions and key initiatives that we came .about and/or were currently thinking about investigating. We wanted to make it clear that we were just talking about self-service and a server centric approach. We are using that term here, we are using the term as we investigate new tools and services. So I did not want it to get mixed up with Lori's notion of changing the entire program.

We are looking and using a new approach to look at the tools that we create for the depositories. So when I'm using those terms, that's what I mean. We are looking at things that would help the depositories in the development of our tools for you. The key five challenges that we melded together from 2009 through 2015 were their budget constraints, increase workload cut the same ones that we just talked about with almost every library in appendix 1, staff reductions, budget constraints, space reduction, keeping up with the technology. Those are the things we put together .

Over the next fiscal year, 2017 which is already started, by the way. We are in the process of looking at several of our existing services and tools, applying that user centric model and we started by doing that epigraphic study with some of you participated in. We're getting a lot of participation and feedback from that report that helps us look at some of the services that are in place, processes that are in place in your repositories. So that helps us decide our priority of tools and services we work on in the school year or budget for the next next fiscal year .

Are some of the actions that we are planning to address as recommendations for this report. Like a set, some are already under being implemented in summer under the process. The first one is improvement to the library service assistant. That is through the ethnographic stuffy study, information coming back for a library visits, these are the key areas in our library services system that we will be looking at. Remember, when we do things at FDLP, we try to do things that have the biggest impact for all libraries in the program. A lot of times, we develop something small and actually, if we were doing something for the public library, it often can be used by other different categories of libraries. Our goal sometimes is to develop things that will have an impact for all libraries in the program .

So the key things on our agendas are working on tran08.gov, you've seen some new enhancement to public golf. And also public information or descends. Those are some of the key tools that the libraries used to manage their selections.

Secondly, we are also looking at a customer relation management tool. That is the next generation of ask DPL. We will take a deliberate worker further than that. We want to platform that we can reach a better to, your library, your staff. The majority of the material that we have about you, libraries is a manual form. It is not digital in any shape or form. We are trying to create a new part of ask DPL to better serve the libraries better. It would also help us to increase response time to questions. Track questions .

The third one and those two, by the way, impact the libraries as well as all of you. Just want to make that clear. Never three actually does target specific programs for the new public libraries. We have identified 314 congressional vacancies and 39 Senatorial vacancies. The outreach and support staff are currently formulating a plan on how to go out and try to target public libraries in those areas and see if they would join the program. They will be testing that in the next couple of weeks. They are going out to Texas to do a trip and see if they can get some are public libraries interested in filling some of those vacancies .

I want one of the key things that we've been doing is the visits. TPL go. In 20 those visits, 200 of those were in actual libraries. We dedicated our region is public libraries and to any other library to help them with their selection profiles, shortcuts to streamline their weeding. We have been giving them got info.gov training. We have been educating library staff, training. So some of those actions have actually helped some of the smaller public libraries stay in the program and understand what we provide, what services we do provide. We have also reached out to the public library communities. We set a fairly big contingent of back to the public library Association. In April, we had a booth as well at GPO booth. Our staff got to attend a wide variety of sessions, brought back a lot of intelligence from that meeting. We plan to continue their. We also plan to outreach to some other organizations that include an address the issues the public libraries are facing. I can remember with LR, but not just the PLA. We plan to continue to do that, if funding is available.

We also are compiling some briefing and informational material, highlighting the values and benefits of the FDLP. Some of the benefits of being in the program like a quick guide, quick informational sheets. We did get some feedback from the ethnographic study and our library visits that a lot of the libraries are libraries wearing multiple hats that need a quick guide so that once a month they don't remember how to open something that would help people [Indiscernible]. We're also looking at some brief information about what it really means to be in electronic depository or mostly electronic depository so it will help so that aspect of the program to administrators and for better understanding of what that really means .

Number seven, we've been on the stump looking for more webinars and more training that has to deal specifically with public libraries. We are looking for public librarians, people, and staff for people to do some of these webinars and training. We've been doing some of our own in outreach and defining some of our own webinars that relate specifically to public libraries.

We are also undertaking in the technical services area, we are looking at some kind of subject guide. We can't quite figure out what it is at this point, but our staff is working on it. We're trying to assist smaller libraries, public library's S Mueller libraries that that don't have much time for collection activities to actually our staff would select resources on a certain subject or topic as going through catalogs and acquisition and identifies some of these documents to be a bibliographer for some of the smaller identified key resources depending on the price topic. We are getting ready to do a pilot project on that shortly .

We will keep you posted on that. That is under investigation at this point .

One of the things that we have done because we did here in the survey that the public libraries really want do a the Dewey decimal system. All of those libraries have the Dewey decimal system. We are investigating, this past week we used to strip the Dewey decimal classification from our records, but now PCC and authenticated record, we are leaving the Dewey decimal numbers and all of the records that we send out and put in PC GP. We are also investigating staff training to have them put start assigning training. The Library of Congress is assigning Dewey numbers for that purpose. Will type more about that at the tech service session. I believe it is right now .

It is being recorded so find out what our plans are there .

Further analysis. There's obviously data that we didn't get around to analyzing some of the other by an eye of service data from 2000 data from 2007 and 2013. We did not analyze at this point in time because we didn't have time to analyze it for this report. When we first put it out we didn't have anybody on staff to analyze it. We do have a new staff member who is in government speak and operations research analysts who does just that kind of thing. So we are planning though she's only been here a month. I don't want to overburden him. That is one of the things I would like to have him take a look at the data for the public library information. Trends their. Then we will continue to monitor the trends in public library. Dozer from the libraries we add or drop. That is enough, right? 10 things were thinking about .

We will continue our questions and comments appear in. Before we go to the audience in the room or online, any further, to questions from counsel .

Cherri Taylor from New Jersey State Library. I have a question about the possible subject I guide. Is that where I would address the government best practices or anything. Also, anything that would DLP.gov.

This is glory. It's still in the introductory phase, it would be at phase, it would be@tran08.gov. It would address any topic that you potentially wanted. So I think you could address some of those eco-concerns. We are looking at topics of education for our trouble trial period. Education, health I think some of those were the topics that we were looking at it this point .

Laurie Thornton with the comment with number five. Engaging communities. One of the organization was Kozlov cut that would be a good one so many state libraries and other Khosla members are involved quite extensively with the public libraries in their concerns .

Yes, GPO has always reached out to Khosla. There's a causal representative here or was trying to come here. I had a phone conversation and there's a new representative also. Probably in early summer. So, yes we can reach out to them and work with them .

Which costs, University of Central Florida. Some of the regional depositories do this in terms of working at [Indiscernible] relationships. Here's a library that has your same concerns. I wonder if there is a more formal buddy system that gets establish and not leaving it just to the regionals to do that within their states of trying to partner up libraries with public libraries with some of the existing ones that may be struggling. And also, maybe some of the other libraries in their area

that may not need public libraries but trying to not just leave it to the regionals to try to coordinate their.

Scott Matheson from [Indiscernible] library. It seems like that might be a good way to get a jumpstart [Indiscernible] staff and help those people's massive dose processes with a don't choose out after they thought they were going to and maybe having that sort of support network would be helpful, maybe it's something we could suggest to recall or kind of from them from regional folks and help them from GPO .

[Indiscernible]. I will take a step into the dark here. Per Scott's marching orders, what will our program look like in 10 years or even 100 years. I would posit and more uncomfortable question. Will we have a program and 100 years. Semi-things have popped up in just my personal experience in the last few months. There was an article on seas and on, nine ways in which Star Trek predicted the future. You have your personal access device, all human knowledge of review which is a day we don't look forward to .

At that point, the old saw about everything is on the Internet will actually be true. If, as it says here on page 18 that 52% of the libraries that dropped out of the program rate online access as a major reason for doing so, I am at the same time reminded of the I believe there was a round table discussion of the librarians farewells retiring librarians. One of them was David Thomas K. Some of them work making the comments. David in his usual understated way was saying that becoming obsolete is the biggest threat to the FDLP. Are we becoming obsolete many public libraries? It seems to be the case. That might, in fact, be the perception. If we put out so much that is now on the Internet, if we, at the same time, have reductions in staff, I can see where the priorities from a lot of administrators from smaller libraries can say there is not really a good reason to stay .

GPO has experienced a lot of this as well . Perhaps in the heat of them, they forget, I was going some of my notes taken a former conferences and one of the first one that came to, Bruce James was the public printer and he was going on and on about stuff I had no idea about. It turns out that he was going on about the Federal Register, the initiative from Congress that stated that GPO will give away the Federal Register, CFR, and the major change in the GPO business model. It happened practically overnight. This is the way you're going to do it GPO came through. By reconstructing fundamentally what they did and how they did appear to have done a remarkably good job at doing that. Are we doing the same thing with the DLP. I'm not suggesting that I have an answer. But it seems to me we are giving away more and more material. If you've given away the store, why are you disappointed when somebody doesn't show up to buy anything?

Melissa Bernstein Chi University of Utah. Something I've been thinking of in your comment that brought it to the four. Please don't hate me. Maybe the contraction is not necessarily bad. I'm not going to express as well, either. So forgive me. It could possibly be a natural outgrowth of yes, some of the smaller libraries are realizing that these are not my primary things, I have 16 balls in the air and this is one I can drop pretty easily as it is not being used much. I think as long as we maintain critical mass and the information is out there and we're making sure it is not a

systematic thing like public libraries are being forced to drop out. I feel like it goes along with your comment that it a just be the reality of where we are and not necessarily

I get these flashes of memories from past conferences. I don't know if it is dementia sitting in, I hope that. There was a discussion around this very table and I never thought I would be sitting up here saying this. I totally do not remember who it was. It was something along the lines of it would be a shame if we thought of our positions as documents librarians was more important than getting the access to the information to the people who need it. In other words, if the whole idea is to keep America informed, it's platform for important that they stay informed and we say document libraries. At least that was the sentiment expressed by someone appear. On the other hand, we like to do what we do and we think we're doing a good job at it. We know that what we are doing is important. By the same token, what we are doing is in a transition. There will come a time at some point when much of this becomes irrelevant from the standpoint that the excess will be so overwhelming in whatever format it will be that the idea of distributing print documents be so archaic how did we ever do that? How many of us do not have 3-D printers and their library? When I first had to come to these meetings, that technology had not been invented yet. It the hottest thing going out at our institution. It may be that this contraction is part of a natural process. I do not know. We would, of course, like to reverse the process. Certainly, I think that the model that is enshrined in title 44 is giving us some trouble inasmuch as it is written. If they predict, we collected, we make it available. Certainly, given the transit that I've been seeing, the electronic access, the all electronic libraries are where a lot of the action is going on. I have to say, I have personal experience with this because I was called into my director's office, my band director at the time who was given a mandate by our County administration to look at reorganizing our main library. One of the first questions is how fast can you shut down the depository, we need the space. Needless to say, I was my heart was in my throat what I do here? You have to understand, there are implications to getting out in the program. But if space is the problem, tell me how much space I can have. I began shifting radically toward a more electronic collection which has gone over well with my users because one of my catalogs they get the PURL's. By the same token, a smaller institution, I am at a large County Library system, I can see where in a smaller library system a few well chosen records with URLs and a few well-chosen links on the webpage, might give the most of what they need might. But we don't know that .

Will give some time for the audience. I will give one comment that technology is changing fast. Are there any other folks in the room, I'm about to turn it over the room, OCLC W's in the library? That's pretty close to a next-generation catalog system now. We went into their knowledge base, drew a little software's switch on a file that is US document electronic record and a few hours later, several hundred 8: return to our search results. Every few weeks OCLC at them to the file, set and forget. Have not touched it. We don't have to do anything. Down the line, we will discover maintenance issues that we haven't discovered yet. The technology is changing and there may be opportunities in the offing for GPO to partner with our work with vendors, particularly catalog printers as new NexGen's come online to make that thing more prevalent. In any event, I need to try to advance the slide here.

Those of you in the audience for streaming online. We have two questions online. Ashley do want to go to those questions Wescott have you considered speaking to the library set up in the past to see if they were interesting in rejoining ?

Its glory hole. I think we have one scenario where that happened. The library dropped out and came back and..com as Susan said earlier. Reaching out to the libraries that dropout, we did not have much luck with that as people are not there anymore. Only a few responded. Once they are out of the program, they are out of the program and the whole priorities have changed. So we did try to reach out to some of those that have dropped in the past .

Question to. Have you considered having some sort of abject membership to the Tran anywhere libraries may collect or receive documents or services in a limited form. May be in that area, libraries might form a consortium which might include some of the libraries that dropout .

And then I have another question .

This is Lori Hall again. I think we have think about some of that. But we need to have the whole comment sent, Ashley, so we can answer better .

Do you want one more comment that came in, not a question, a common .

[Inaudible question]. We have a microphone in the middle aisle and colleagues moving toward it. These go-ahead .

Amy Quan Chi Central Washington University. A couple of comments in the question. First of all, I would like to think L'Oreal for sending me the data that Tran a trap. I created I've done some questions and answers from the Tran eight people that have got. Are hundred and 26 libraries on the date a semi-. From the question I have asked of these directors and some of the depository libraries that I can get a hold of Prickett came up to me that I'm going to have to do a survey and some of the report that you just talked about, some of the comments here conclude that I have found out is all. A survey is going on next week because I just got IRB clearance on Thursday. This will help me do the survey because my will be more details on some of the questions and some are very personal. But some of the things I'm going to be finding out is how they use space and if you come to my talk this afternoon, I'm going to talk about their. A question for you all with your public library data, due to look at all and have not yet analyzed data related to depository space in more detail than what you reported. At some of the stuff you're going to analyze .

Do you understand my question? How much space is being a lot of the directors look at space and how much they are looking to get rid of space in order to utilize .

Lori Hall. Thanks Amy. No. That it's we did not get that specifically into the reason at this time .

That's what I'm going to be getting into .

We would appreciate the data when you are done .

Library of Philadelphia. I want to thank are colic and counsel, a fellow public libraries for saying almost everything I thought I needed to say and I agree with all of it, especially about moving more to a service model such as the one at USPTO. I read the entire report and I was pleased to see that it hit pretty much all the pieces. Even large public libraries like mail which are hiring staff to initiate new 21st-century initiatives. The fact that the report has taken into consideration the fact that priorities are changing, I did want to say one thing about a government which I think caused me to choke. I do eat government reference work every day. I really don't need the Tran eight to do a government. I need the websites of federal, state, and local government agencies and my knowledge of those things in order to help patrons find what they need to do. I do hope the FDL P will maintain its electronic access to important resources, even if they otherwise eventually [Indiscernible]. Thank you very much .

Hello. This is Jeffrey Schwartz from the Brooklyn Public Library. I wanted to know: how many public libraries opted out of their physical GPO subscriptions and opted into electronic only subscriptions?

During the last year or during the period of study was undertaken.

I do not have that information. We would have to get it from our outreach department. I do not think if I understand it correctly, Ashley you can correctly. We don't have any all electronic libraries. They are all a portion of electronic and tangibles.

There are very, very few federal depository libraries that are all 100% digital. When we work with libraries that are considering leaving the program, we tried to pitch it to them. We try to tell them what it would take to convert their selections on to online resources. We try and help them envision the way to streamline their workflows. That is often their hurdle is to try to envision, what are you going to do? We have the selection profile or not? If you do, this is how you would work with the online resources. If you don't, this is how you would work with the online resources. We try to help them identify how to make a viable goal of it as a digital or mostly digital depository. Technically, there are very few, 100%, digital depositories .

The Sistan. Just as a note on it, over the years, due to staff issues, space issues, etc., I began and GPO was giving us the mandate to go to zero review I started moving toward electronic selection. It came home to me without realizing what had happened, we did our public access assessment last year and I got the number and it turns out that we are now in excess of 90% of our selection is all electronic now. It was not even conscious in the sense of I want to be at this target. It's just something that grew out of the normal process of how we had been changing. It is a very good question. I'm not sure that there's going to be a specific answer. How many are moving toward predominantly electronic libraries. It's a very important question for the future, certainly .

Thank you. Hello .

My name is Helen. I'm past member of DLC. On currently the head of a county library in Minnesota. We are one of the two libraries in Minnesota that dropped status. One of our smaller

branches, dropped status simply because we merged. We also at the central library, like Tom, are lucky enough to be a PTR C. So I wonder if I might suggest a kind of pragmatic solution that draws upon the FDL community, especially the public libraries to come up with an updated version of the essential titles when the whole community did that exercise of the essential titles to keep imprint, think that was the title. If we could do a renewed exercise within the public library community, with the idea of keeping status and going more electronic, if you keep status and you rename what paper titles D1, with the idea of specific engagement. I think that would integrate the community perhaps as well as update our idea of when the essential title survey was done. It was like oh my gosh. Electronic axis, is it secure? Whatever. GPO has done a lot to give us security and authenticity with the community, draw from within its own professional opinions of what it depository should keep. Thank you.

Connie Barron's, Milwaukee Public Library. Listening to you talk it's great. Also, when they're talking about the government. Our problem is we can find the things for patrons but as we all know, most of that is law. And we are not lawyers and that has brought home row well with the Milwaukee private while libraries telling me this, the county law library is asking us. But the other problem we have with e-government inform . Where librarians and we like to help people. We have to say no. That's not we can find them for them but as we said before, it has to be the patron that works but also, we have to remember that many of the things that we have, statutes, public law, we have to give the books to the patron because legally and ethically as a public library because I am not allow lawyer, I cannot help them because it is all a part of dictation. So, it's a whole different sometimes I read these things, I look at them and it's a very different public law public librarians are so different from librarians. I am regional I have 10 hours a month to work on 10 eight GPO. I work on it in lot more. What you give up? I love to do e-government and help the people. Milwaukee is one place where they really need that help. But, if what comes afterwards, we have people wanting their immigration papers filled out and they come over to us and say we were told that you would help us. Just like with patents. It's going to end up with them calling a patent lawyer by a second time. People don't like that. We don't tell them we show them what we have for the patent, USPTO and that you can call them all you want and they love it. They have of the numbers down there. But, you can only go so far and then. I would love to do a lot of the things that we talk about except time is not one of my things [Indiscernible]. That is what I have to tell you about the e-government and the difference between .

Thank you.

This is Jim Shaw again. The issue with helping the public with legal reference, that's common to everyone. I had that happened several times in a month.

This is Melissa Bernstein picked as a law librarian and we happen to be clustered here at this table. I think we all have law degrees as well. That we are in the same position to say no. We cannot provide legal advice our patrons when they come in. We have the exact same restrictions. We may have a little more knowledge just from our end and our training. But we can do it either and they do get quite frustrated.

We are very near the end of the appointed time. If there is one last comment or question, you can try to address quickly .

People are voting with their feet I see. Esoteric

We have one comment. Tech back. Other than [Indiscernible -- audio cutting out] I like the idea of the service-oriented approach, training and best practices about the programs focusing on federal programs and services, Social Security, Medicare, online security, patent services etc .

Thank you very much for the,. Thank you to our colleagues at GPO for presenting the draft report. Remember, everyone, if you have an additional, or thought you would like to share this email them to ask a Maller@GPO.gov. Close of business December 18 November 18 .

Thank you everyone, we will reconvene in half an hour. [Applause] .

[event concluded]

