Please stand by for realtime captions.

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>> Good morning, everybody. We are ready to get started with our session. Before we do, I need to review some housekeeping items for folks who joined us virtually. If you have any questions you would like to ask the presenter or if you have any technical issues, please feel free to use the chat box located at the bottom right corner of your screen. I will keep track of all questions that come in. At the end of the presentation, the presenter will respond to each of them. We are recording today's session and a link to the recording and slides will be emailed to registrants if you need to zoom in on the slides being shown by the presenter, you can click on the full screen button on the bottom left-hand side of your screen. To exit full-screen mode, mouse over the blue bar at the top of your screen so it expands and click on the blue return button to get to the default view. I will now I had the mic over to my colleague, Laura.

>> Good morning. Thank you for coming first thing in the morning, last day of the conference for what you think might be a dry topic for a presentation. Hopefully, it will keep you interested for the hour. I am Laura. On an outreach librarian at GPO . Also here today is Robert, chief of outreach and support, and Kathleen, management and program analyst with the GPO office of program strategy and technology. We will talk to you today about the 2017 annual survey of the libraries. You also get. It happens every 2 years. I've been working on a report. We hope to see results and actions coming from the data we gathered in the report. Our question today, that wasn't the introduction, Robin will talk to you about the history of the surveys. We will talk about the 2017 by annual survey. We will go over methodology for the reports we worked on and results and what we learned from the survey and data we gathered. We will talk about future surveys and leave plenty of time for questions at the end. First is Robin with the survey history. We've been doing a project to scan official files of the libraries. Robin has been seeing a lot of the old surveys.

>> Good morning, everyone. I am Robin. I have been around long enough to see a lot of surveys. Sometimes just grazing the issue of surveys is enough to put fear in the hearts of librarians. It's important to remember that it is a required survey. We get a pretty good response rate. We are usually at about 94% to 96%. And we stick Joe on anyone who has not responded. He follows up with phone call, emails, and letters to directors. He does not like to get to that last part. So if you are the person that is in charge, it usually comes out in the fall in odd-numbered years. You do not want Joe to reach out you. He's a nice guy. But he's really persistent. So GPO uses the information in the survey to meet the requirements of title 44, section 1909. GPO has to report on the conditions found in the libraries every 2 years. While not all questions are the same from survey to survey, there is a course of questions that are in almost every survey. On the screen in really small print, it's really slow on those pieces of paper also, they are not regular sized pieces of paper, so the survey started in about 1947. I hunted around to see if we could find a copy because we are digitizing the official files. I do nothing we have come across one. If you go back and find in your official file that you keep at your library, if you find a copy, let us know. We would love to see it. We do have the answers that were put into some kind of format. But I have not actually seen the survey itself. So some of the early surveys required a notarized signature of your director. You can hardly get your director design the darn thing now. [laughter] There's Larry in the back saying I signed them. So I know you are a good guy, Larry. [laughter] So some of the responses from the librarians in the early surveys, you are going to these files and they digitize them, you are looking at them, there's always something that will catch your eyes. So we have been looking and reading some of these. And gosh, they complained about the documents being printed on perishable paper. There were mimeographed documents. And then there were the admissions that not everything was on the shelf because they had incomplete, they did not have enough staff to process them all. Does that sound familiar? Or there was rapid turnover of personnel also. So those are, of course, common

today also. Now Laura and Kathy have quite a bit of information to share with you about the survey. We do have changes in methodologies, changes in the questions. But I wanted to share some information about these couple of things that are featured up here. The 65 survey was administered in booklet form it. It's one of the odd sized things. According to some responses, that was supposed to be turned in by December 15, 1965. A lot of libraries said they did not get it until after that expiration date. It consisted of about 20 questions. The survey number 11 in 1971 [indiscernible -- low volume] In 1971 consisted of 25 questions. Some of the surveys did not have the library official signing spot. And I think people got confused because then a few years later, we started this and they forgot to turn over and look at the last page before the backseat. So we are spotty about those signatures. And in 1982, that survey was a booklet, 135 questions, I kid you not, 10+ pages. You were going through and they were the kind of questions you can see where you can checkmark something and then if you want to expand, you went to the back of the survey and they had some lined paper. Then you could put your comments as you needed to expand. That is pretty entertaining stuff to read. A lot of folks decided [indiscernible -- low volume] Checkmark and not put anything in the back of the 1991, 1993, and 1995 surveys are scheduled for that. These things -- Scantron format. These things beginning in 19 -- 1997, we started doing the surveys using a digital format in-house tool we developed. And it looks very similar to what you are using now. There were two other exceptions, 2009 and two 2015. -- At 2015. We outsourced to get expert opinions and direction using their tool. We used the same questions in 2009 and 2015. And the one that confused everyone in 2009 confused everybody in 2015 also. So I do not think that those are going to come back again if we give it a try twice with plenty of time between. This survey, the 2017 survey consists of 23 questions. The draft report you are about to hear has been posted. We looked to your feedback on that. In the past, a summer research was done using the survey data. It was mostly a cursory review. I really look forward to seeing what additional research can be done with the data, especially since we have brought a pro to help us with this. Kathy did not volunteer. But she consented to give us I had with this picketing think it will make it a big difference. One more thing I thought, I was looking to the surveys and spoke to the team, was the numbers quite a bit different. Reference numbers are quite a bit different. And I was thinking it can't just be that people use a lot more books at that time. I think it's a combination of things. But the thing became across pretty clearly was the number of hats and a number of different projects you are doing in addition to the docks. You might've had a full-time got Oxley buried in 1971 and 1982 -- you might've had a full-time [indiscernible word] in 1971 and 1982. I think part of this is your users are able to do more electronically by themselves. Also you are able to connect easily. I look forward to see what comes out of this. Kathy and Mark, thank you very much. >> Thank you. The 2017 survey was open last fall from October 23 to November 30. We had 1143 active depositories at the time and the survey went out to them and we got 1095 responses by the deadline. Robin had it on the nose. That was a 96% return rate. We have followed up. Joe has been following up with nonresponders. Like Robin said, we need to get the survey from everybody. We were really keep going until we get it. What happens with the report is that the data for the people who responded after the deadline does not get included in the report and analysis. So we still get your survey and put it in your file. But the numbers in the reports reflect only the people who got it in on time. We did, we did do something new, a couple of new things in this 2017 survey. We added some questions about selections and cataloging. I personally found those really fun and interesting as we were looking at the report. I think that's been useful information and I hope all of you will look at it. Our colleague, Ashley, compiled region reports. So I think those really helpful. We are planning to also, everything will be in the file repository site on FDLP.gov so you can get all the data yourself and look at the report there and the region reports . We hope to put up a biennial survey map also. So it's just another way to visualize the data and go to the map and click on the library or any other library and see it pop up with the library's responses to other questions. For people who like to look at things and data in different ways, that's there.

>> The new questions I was talking about, we do try to keep some questions the same, survey to survey, so we can make comparisons overtime. We also like to introduce new questions because times change and because we want to get useful data that will help GPO provide the services you need now . Some of the new questions in the latest survey were do you have any questions about the legal requirements and program regulations. The questions I was talking about, we ask you to estimate collection sizes in three areas. If you have a paper collection, we ask you to estimate the size of that. Your microfiche collection and your tangible electronic collection, CDs and DVDs, floppy disks that we know some of you still have, some of you still have 500 quarter floppies maybe in your collections, we asked about your reading plans and we asked how much of your collection is catalogued so that was some interesting numbers back on that that we will share with you. The region reports, we gave each regional, and we but also in the file repository on FDLP.gov so you can download those for your region or any region. Really hope this will help the regional coordinators understand so it brings the answers of all your selectors and yourselves into one document so you can, at a glance, see what is happening in your region and you can see responded to the survey and who did not, who has of the large collections in your areas with those collection, who is cataloguing, et cetera. So one of the questions we have for you is did you find them useful, should be do them again, so if you have thought about that, please let us know. We are going to show you, at the end of the presentation, where to submit your contacts. This is an example of original report. It's small font. Sorry about that. This is 18 to 23. This was a paper on microfiche. You can see there are a bunch of libraries, how much of a collection today have, how much is catalogued. It brings everything together nicely for you.

>> Kathy will talk first a little bit about the methodology because she and I worked on this report together. But she did most of the work. She did a bunch of data analysis that I would not have been capable of doing. Thank you, Kathy picture will talk to you about how she did it.

>> Thank you. This is my first time being at a conference. I have to say it has been very informative and interesting and fascinating and I am very pleased to be here. I work in the office of program strategies and technology. I will talk to you briefly about methodology that I used to analyze the survey data. The survey consisted of 23 questions. 11 of the questions quantitative. Eight were quantitative with a qualitative or open-ended components. Four worked entirely open-ended. Once the survey closed, we used standard Excel and [indiscernible word] to perform the data analysis. The first step in the process was to add library identifiers such as type, type, city, state to the survey data. We did this so we would be able to do program analysis in those various areas. The next step was data cleanup. They were nine survey questions. They provided the responders with the opportunity to select all response options that apply. For analysis purposes, the grouped responses were broken out into separate fields. All of the questions were then analyzed. For the 11 quantitative questions, high-level summaries were developed using Excel tables. The questions with open-ended components a lot responders to enter a free-form response. Those responses were reviewed noting common words, phrases, and thoughts which were then assigned codes. That is a big task . have to think Laura for her work in that area. She was the one that reviewed all the responses. For the four questions entirely open-ended, codes were developed based on ranges of responses received. Once all responses were coded, high-level summaries were developed using Excel pitted tables.

>> -- Pivot tables. Here are the responses for each question represented in charts and tables that show the number of responses for each response option as well as the present to a total number of responses. Various types of charts are used throughout and you will see. So the data can be displayed depending on the type of response options and a number of responses for each option. In addition to providing overall responses, the results for seven questions are also provided by library type. That allows for more in-depth analysis of the important topics addressed in the questions. Due to the large number of responses from the library type academic general, the responses are graphed independently from the other library types. Certain other library types are occasionally graphed independently as well.

Independent graphing by library type ensures clarity and readability of all data represented. The survey also includes questions asking libraries to estimate the size of their tangible repository collection for the various format types. The responses to these open-ended questions were reviewed and coded. Size ranges were developed for each question aced on responses received. Because of the wide variety of size estimates which was really dependent upon the format of material, different size ranges were used for each of these questions. The overall results of the four open-ended questions are displayed in charts and also shared by state. GPO hopes that by presenting data by state will be of use to regional depository coordinators as they consider collections in the states and regions and individual depositories as a comparative collections to others.

>> Some questions to ask in the survey were also asked in past surveys. When it was possible to compare this year's data to same or similar questions that have been asked in past surveys going back to 2011, the comparison was made. And that information is included in the final report. That is all in the methodology. I will turn it back over to Laura now. Thank you.

>> Thank you. Now you have me until the end until questions. I would just pull outcome I think they were 23 questions in the survey and I won't go through each one of them but these are just some of the interesting results we pulled out for you. You will see some different chart types as well that appear in the report. So one thing we look at is what is going on with the repository and he says they will leave and who will stay and we will contact people who say they are leaving. The good news is that almost everybody plans to stay in FDLP. Good. Hopefully the program is working for you. That has been consistent over the past decade as you can see. The total number of people say there planning to leave has been steady. We also noticed that, although we have people who say they are thinking about us, a lot of people said they were thinking about it actually remained. So maybe us contacting them helped.

>> We also ask you to describe your depositary collection characteristics. We had the feeling that tons of librarians are going all digital. But that turns out not to be entirely the case. We only had 22 librarians who identify themselves on the survey is all digital right now. So that's actually pretty slow number. We have a lot of libraries who are maintaining upland of holdings. We have a number who are mostly digital. But the all-digital number is still not as big as you might think.

>> This is an interesting one. What are the biggest issues facing your library? We have slides showing, the overall responses here, constraints in the budget, that was the biggest issue. That is probably not going to surprise anybody. The use of physical space also tracks with what we have heard and seen as we have gone out on visits. And staffing, again, these are not shocking results. The biggest issues question when we broke it out for academic, general libraries, it was the same thing. The top three categories are still constraints in the budget, physical space, and staffing. It's a pretty big number for changes in expectations of users and also for library remodeling which is slightly different, I guess, from use of physical space. This is an example of a chart where we took the other library types. This was of a chart. It's broken up for the slides.

>> You have to work with color coding and numbers to read this one and figure it out. But again, we see the same issues coming up in all library types. I guess, service academies charts look very different they are a very special small subset of libraries. This is an example of those coded other responses. You could pick from a list of those issues. And you can also choose other and write in an issue we did nothing about. A lot of people do that. This was for the academic libraries. The issues they brought in, again, He said we grew to those and coded them by topic. Here, you really notice some libraries, their administration or the institution has priorities other than the depository. So that comes out in here. Building and infrastructure issues comes out again. Technology issues and collection management are included here also. For other libraries as well, public libraries, they have building issues going on and other administrative pieties we see again and so sometimes you see particular issues that relate to library types. A lot of times the issues that depositary library's are facing are similar across all libraries in

the program. Here again, we did a comparison over time. That is consistent over time also from 2011 to the present. The big issues are the budget, space, and staffing.

>> What are your near-term plans was an interesting question also. We do have 507 libraries there. We do have a pretty large number here, 226, that plan to respectively catalog. Good for you guys. This was another one with a set right in their own responses. So this is, 24, that is a pretty big number of people who are planning to do collaborative collection development so that is good to know also. And I said they were 22 say right now that they are all digital. Here the people who are planning to become digital, that is another 19. And a lot of people are ambitious. They want to review the item selection profile. I support that you and we will help you.

>> We in outreach are always very curious about how you provide access to online resources. We know that it's a challenge and harder to highlight those and track them and figure out what's going on with your online resources than it is your print once. So we ask this question. There were 1143 libraries who took the survey, I think. So the vast majority of them are providing access to online resources to the catalog records. That's not technically a requirement. You do not have to catalog your online resources. But we always recommend it's a good idea to attend you are doing it so that is great.

>> Also the library website and finding aids and subject guides are the big ways people are providing access. When they wrote in their own answers, a lot of people provided public computers or share catalogs, and a number of people mentioned discovery layers. A very small number are not providing access. Whenever people say on the survey they do not provide access, whether it's public access or access to the resources, it's kind of the same thing. We will contact you if we feel like there's some kind of problem. Some people, people are extremely honest on the survey which we really appreciate. So some people honestly say I am not providing public access. We contact them and figure out why we figure out a way around whatever problem is going on. More about, this is the second part, so where are you putting the online resources and how are you tracking usage, so we have a lot of people using the PURL reporting tool. That is good. We have a lot of people here who are not maintaining separate specifics online or digital depository resources. So that is something to investigate. How can we help you track this maybe in ways other than the PURL tool. People are keeping statistics in a finding agent subject guides. Some libraries integrate their statistics with overall statistics for the library. Some people wrote in their own creative methods or things we had not thought about like we keep statistics from our instruction sessions are we have an in-house system and we use ILS to do it. So we also see a lot of creativity in response is usually. This is the fun part I was talking about. This is the collection sizes. This is exciting, new data that are but he has ever seen before. The first big survey of what are the estimated collection sizes is here. It's estimated. We made a very open in a question. We just said can you please estimate the size of your print collection with a blank box for you to write it in. We said you could do whatever he wanted. You could say I have five linear feet. You could say I have seven ranges of shells. You could say I have 1 million items. We were trying to be nice. It actually made some challenges when we went to go collect the data and bring it together. We realized we have to now think about how am I going to convert all of these numbers that people wrote in. But we did that. We took your estimates. We made a conversion to a number of items as best we could. And we explain what conversion we use and how we do that we grew double -- grouped all of the responses. There were libraries that had up to 5 million. We took range of responses and grouped them into sizes. This is what we found. Actually, the majority of depository libraries have print collections that fell into the extra small or small size range which is defined here. So it was up to 100,000 items. We did not have very many extra-large collections. We have 46 regional

>> So you might think why aren't there 46 extra-large collections, but that is because some library's have not been regionals for very long. And the size of regional collections varies also. And of course, we did have some unable to determine which was to be expected. We also asked about microfiche. We have a number of libraries with no microfiche at all. A lot again was small and medium microfiche collections.

And there were not very many with very large microfiche collections. We also asked about tangible electronics. This one surprised me a little bit how many libraries still have quite a few CDs and DVDs and diskettes and things like that. So we do have 203 libraries with large collections and 60 with extra-large. That's only over 5000 CDs or DVDs or whatever. So you do have to, when you are looking at these, look at the ranges to get a sense of what is going on.

>> We were very curious about this one also . much of your collections catalog? We know anecdotally from libraries that few libraries are 100% catalog. A lot of people have a shelf list still going on or a combination. That came out as well. So we have 570 library's that say they are 76% to 100% catalog. We have a lot of libraries who are freshly catalogued and we did not ask this in a question but it cannot and answers, a fair number of libraries said I have all of this catalogued but then I have this other section over here that is not catalogs. We most frequently saw almost everything is done except microfiche or MAPS or the pre-1900 stuff for the pre-1976 stuff. We also had a number of people so they had a cataloging project underway. This is kind of fun. You have to look at the report to see the rest of the states we did a table by state as to how much of your collection is catalogued. So that is the total number of libraries in each state. Who should I take on? Connecticut, they are good, 10 of them are almost all catalogued and only one of them is down here near the 25%. If you are regional, again, this can help you figure out what is going on in your state. With all this data, we wanted to identify some actions for GPO. We don't want just to survey you do nothing with it we went to actually do this report, look at what we found, and hopefully take some actions, provide new services, contact the people we help, those are the things we want to do. There is a full list of the identified actions in this report. One of the things I want to do is plan targeted outreach.

>> I mentioned this already. Anyone who said that they have public access limits or anybody who said they did not understand legal requirements and program regulations, sometimes you can tell, a biennial survey makes angst and I think it would be nice for them to talk to somebody. So we will do outreach and make visits to libraries who seem they need a visit. We will also, we do all of this training to the FDLP Academy. We always want our webinars to be on topics that are useful to you. So again, this is data we can take and we can do targeted webinars that are on topics that came out in the survey that you need more information and training on. So we will do those topics. Whether we do them ourselves or whether we seek people in the community who have expertise or at an agency, we will find the person who can talk on the topic and provide you training on it. We also want to use this data to continue our existing partnerships and to identify new once, particularly for cataloging and digitization since we now have that extra information about what the collections look like at these depositories. It did come out a lot in a survey that cataloging and digitization were two things that library's mentioned a lot as we would like to see more services on that's. I think one of the questions was is GPO not providing any services that you need and cataloging came up there, for example. So we want to use this to help, everybody asks for more digitize content in govinfo and will find wares that content and can we partners with someone to fill gaps in the CGP and everybody in the program concerned about documents, were always looking for them and it's maybe another way we can find them at we might also find more reservation stewards and FIPNet partners. For future surveys, the next biennial survey is going to be in 2019. There is some level of uncertainty because we have this legislation now. If the legislation passes, the biennial survey is not particularly in there. So if we get this new legislation, the biennial survey is not something that would be required to do like we are now. That we would have to decide is it still a useful tool and we still do it, would be do it in the same format or would we do it in some other way. If we discontinue -- just continue on as is, you'll get your next survey in 2019. We hope to continue the longitudinal analysis. So that's the comparison across years where we can do it. We are always looking to change the survey dine for better clarity. Hopefully, you noticed that this year, question 2 was gone. It was please estimate the number of patients who use [indiscernible word]. Everybody called us. I am survey the whole world, the whole district, anybody who has a computer, and

that question gave people fits and we took a. -- Took it away. You are welcome. We also realized as we do the report and analysis, we do spend time, believe it or not, when we are developing the survey, we actually look at the questions and try to figure out is it clear, what might probably be in understanding the question, and we never quite get it perfect. We always have some confusion about the question or we are collecting the data and looking at it afterwards and we realize we really should have phrased the question differently. So we are always trying to make things more clear and have a better survey design. So that is another area where we love to hear from you. If you have suggestions for improving the existing questions or new questions to add, by all means, we would love to hear them. And here is the opportunity. You can contact us at this address or at this phone number. Those are best for the outreach unit for where I work. And there are six or seven of us outreach libraries pick you might get anyone of us when you email or call this number. But all of us are familiar with program and can help you get you to someone else in GPO if it's not our area. We will get you to the person that can help you. You can also use the system to submit a question about the biennial survey if you want to. As I said earlier, we did put that draft report out there. It is really law. Do not be intimidated. The majority of the links our charts. It's not, it is a fast read. So you have the opportunity to tell us what you like about the report before the final one gets published. And you can have us put anything in there that would be helpful to you. And you can tell us what you like for future surveys. We now have plenty of time for questions that are survey related.

>> What is the draft report? It's on FDLP.gov. It is under the file repository which is the green menu about FDLP at file repository and then about the FDLP again.

>> [participant comment / question off-mic]

>> That is one of the questions we also had. And one of the options that I think we can use is essentially state a course until the new requirements have been sent through the process. So I suspect there will be a 2019 survey. And that goes out in October, usually. And in fact, we would start needing sometime in December to get that altogether. But after 2019, I am not sure. I think it is really helpful tool. And the past, there have been some requests like to questions in the survey, which library are you and do you want to remain in or not, but that's kind of taking the easy way out. I think now that we see what can be done, and one of the things, I don't know if you noticed the definitions, this time, the survey, which we hope Woody helpful -- would be help, and I think it did, we did not get as many questions as we usually do, but that bill kind of hanging out there, so we will have to come up with an inventive way of doing things until we can follow this very, it does not sound proscriptive but it is, regulation. And we really do not have anybody on hand to do that work. So we have to hire folks and get in the habit of doing that. So that's a good question.

>> We had a question from online. I will try to look at it quickly and summarize it again. Do you have the responses to the older versions of depository surveys. If yes, how can I get a copy of my library's responses to past surveys? Yes, we do. Those are in your official files. I think we mentioned at various points during the conference, we are in the process of digitizing the official files for the libraries. So the way to get a copy is to contact us at the email or phone number and what we will do is either make a copy or wait until your library's file is already scanned to get your copy of that scan. So the short answer is we have to contact outreach to get it. The long answer is it might take a little while depending on where your library's file is at the scanning process. We might not be able to get at you instantly.

>> [participant comment / question off-mic]

>> Somerset is a great article for some academic or some other libraries take on it.

>> [participant comment / question off-mic]

>> That's kind of what I was hoping would come out of this also was the very first slide where shows the different biennial survey responses. We have the data of all of the responses back to 1997 and the electronic format. And then we have the prior pieces that we have been digitizing. But those are in PDF. So you have got your life's work yet to do.

>> [participant comment / question off-mic]

>> Definitely we will be looking at what options there are to do with that. Also remember that what we are trying to do is put your official files, link it to our customer service relation management system. That's a brand called salesforce at this point. And we are working, Laura is working on [laughter] Helping the integrators come up with a to present it and link it together and definitely this is one of the things we wanted linked with your libraries profile.

>> Any other questions? It's never your last chance. You know that. Questions can come in anytime.

>> So none from online. It looks like you got 10 minutes to walk to your next session. Thank you so much for coming today to this one.

>> [applause]

>> [event concluded]

>> [participant comment / question off-mic]

>> Okay. Thank you. We did try to be not scary with a question by letting estimate. But I guess we were not quite not scary. We will give you more warning next time.

>> [participant comment / question off-mic]

>> [laughter]

>>[event concluded]

>>