



FEDERAL DEPOSITORY LIBRARY  
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2020 #FDLConference



# DEPOSITORY LIBRARY COUUNCIL DIGITAL ONLY DEPOSITORY LIBRARIES WORKING GROUP

## Uncharted Waters:

## Lessons Learned by Depository Libraries during the COVID-19 Pandemic



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# Panel



Yvonne D. Williams



Lisa Pritchard



Stephen Parks



Rick Mikulski



Marianne  
Ryan



Cindy  
Etkin



Jaime  
Hays



# Public Services: Lessons

Specific to the FDLP . Offered by the Library . Overlapping services



Yvonne D. Williams



# Public Services Specific to the FDLP

- Updating Library Webpages
- Creating More Libguides
- Offering Virtual Chat and Online Reference Assistance
- Providing Effective Use of Staff Time
- Providing searching and data entry assistance with FDLP Exchange



# Public Services Offered by the Library

- Increased in card-carrying patrons
- Increased in online resources
- Increased in virtual programs of all types
- Implementation of health and safety precautions
- Challenges of reopening



# Overlapping Services

- Extending Wi-Fi Services
- Utilizing Digital Repositories
- Utilizing Virtual Meeting Platforms
- Implementing Computer Usage and Seat Reservations
- Proving Curbside Services



# Technical Services: Lessons

Cataloging and Link Pointing . Processing Tangible Items  
Technical Services Staffing



Lisa Pritchard



# Cataloging & Link Pointing Projects

- Catalog, website, and libguides cleanup
- Metadata corrections and additions; record additions
- Link and record additions for Government information
- Limited cataloging of already received tangible Government information items
- Limited in-house projects like shelf-reading, lists, and weeding continued where possible; associated catalog work completed



# Physical Item Processing

- Where possible, processing continued based upon CDC, Northeast Document Conservation Center, REALM, FDLP, OSHA, and state and local guidelines; new workflows and best practices established
- FDLP shipments on hold. Concerns about backlogs, quarantine guidance, supersession guidance, and storage
- Libraries with staff available for processing were excited to resume these routines



# Technical Services Staffing

- Divide between staff who may easily work remotely and those who need to be in the building
- Digital divide made remote work challenging or impossible for some
- Morale issues because of furloughs, health concerns, family care concerns, and general anxiety
- Positive take-away: flexibility was widespread. Creativity, innovation, and new ways of providing materials and services will continue



# Communications

How are we communicating with our patrons, coworkers, etc.?



Stephen Parks



# Communicating with Our Patrons

- Increased use of signage
- Increased communication & collaboration with faculties
- Increased options of interacting with patrons



# Communicating with Our Coworkers

- Continuing to offer Work from Home (WFH) options
- Continuing to keep in touch on a more personal level virtually
- Continuing to adapt and improvise as this pandemic ebbs and flows



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# Wellbeing and Equilibrium

Experiences shared by the FDLP community during the open forums



Rick Mikulski



# Wellbeing and Equilibrium

- Flexibility is key
- Stay engage with communities (personal, professional, communal)
- Engage in activity away from workstation
- Work-life balance is more important than ever
- Make use of institutional support services

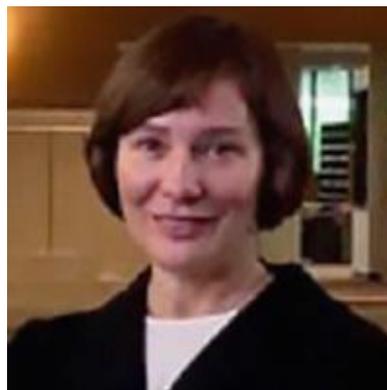


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# Government Publishing Office

What else can GPO do to support you and your work?



Marianne Ryan



# Support for Libraries during the Pandemic

- Ensure availability of public access resources: CGP, FDLP.gov, govinfo, Libguides, PURLs
- Keep GPO social media going
- Schedule frequent webinars and forums
- Offer Government Book Talks
- Create podcasts from GPO director SuDocs, and other staff, maybe similar to LOC's podcasts with staff
- Provide guidance to help with Selectives that may be struggling or considering dropping



# Support for Specific Constituent Groups

- Census-related information and support (including Spanish language)
- Education-related resources to help parents with schooling at home
- Information about grant opportunities
- Small business support
- Spanish language resources generally—can GPO tell agencies they're needed?
- Webinars (COVID-19 related; for the public related to benefits, government (especially relief) programs, and resources)



# Support for Libraries Transitioning to Post-Pandemic

- Provide a timetable as processes resume
- Offer programming for what to do as restrictions are lifted
- Share the operating status of all FDLs
- Offer guidance for dealing with internal challenges (receiving mail, handling materials, minimizing collecting)
- Explore the implications of restricted access
- Make a greater supply of GPO promotional materials available, especially pocket Constitutions (and maybe a Constitution app?)



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# Conclusions



Cynthia Etkin



# Conclusions

- Work environment likely to remain unpredictable and uncontrollable for the foreseeable future
- Desire for depository libraries to meet the needs of the citizenry
- Depository library staff are resilient
- Technology solutions are recognized and strong
- Depository library community relies on GPO
- Many crave a return to normalcy
- Create a new and better normal for the future



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# Recommendations



Jaime Hayes



# Recommendations

GPO encourage Federal depository libraries to examine lessons they have learned while working in a remote and digital environment, and during their reopening process. They should consider what COVID-19 initiatives can be incorporated into their new normal environment that would enhance and strengthen their overall public service experience.



# Recommendations

GPO encourage flexibility for depository library staff that enables a healthy work-life balance.



# Recommendations

GPO, working with the DLC, begin to explore and discuss with the FDLP community the possibility of an all-digital FDLP. To facilitate this discussion, Council further recommends GPO develop a white paper defining what an all-digital FDLP or, in the alternative, a primarily digital FDLP might look like. The resulting white paper is to be shared with Council and the community for comments with GPO reporting on the resulting comments at the proper time.



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Q & A



# Sources

(1 of 2)

- <https://www.fdlp.gov/file-repository/about-the-fdlp/federal-depository-library-council/council-reports-to-gpo/4271-council-s-transmittal-letter-to-director-halpern-may-29-2020>
- <https://www.fdlp.gov/file-repository/about-the-fdlp/federal-depository-library-council/council-reports-to-gpo/4270-depository-libraries-in-a-time-of-stay-at-home-orders-report-of-depository-library-council-s-open-forum-april-22-2020-may-29-2020>
- <https://www.fdlp.gov/file-repository/about-the-fdlp/federal-depository-library-council/council-recommendations/4278-recommendations-commendations-of-the-depository-library-council-to-the-gpo-director-gpo-responses-spring-2020>
- <https://www.fdlp.gov/planning-for-reopening-fdlp-libraries-recovering-from-the-covid-19-pandemic>



# Sources

(2 of 2)

- [ALA's COVID-19 Recovery: Guidance Content and Protocols](#)
- [American Libraries Magazine: How to Sanitize Collection in a Pandemic](#)
- [CDC on Cleaning & Disinfecting Public Spaces](#)
- [COVID-19 Toolkit: Federal Depository Library Program](#)
- [Northeast Document Conservation Center--COVID-19 Concerns](#)
- [Reopening Archives, Libraries, and Museums \(REALM\) Information Hub: A COVID-19 Research Project](#)



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