

DLC Open Forum – Transcript of audio

First of all we will go to our poll question. How is digital information promoted at your library? Check all that apply. Classes and workshops, signage, reference interviews, displays, outreach events, social media or targeted emails. Here is the poll question, it is up. You may check as many as you use. In your library. No, it's only letting me check one. Is out what is happening with other folks? Kelly?

That's correct.

Sorry. My mistake. How about check the one you use the most frequently. We will pivot on that.

Sorry about that, Lisa, it was supposed to be set up all that apply. In this case, our workaround is this.

We have plenty of opportunity. But I put displays. I'm not even sure if that's the most frequently used method in my library. Issues one that I happen to like. No problem at all.

We have folks waiting in on the chat, that's perfect. Mary says she uses blogs and chat Internet posting.

Are the results in? It looks like reference interviews. That's one of my favorites it's right up there along with signage, displays, classes and workshops, social media and emails and no answer for a lot of you. If you need ways of promoting maybe this session will help you figure out how you can borrow from other libraries. Now we will move into the question part of the open forum. Here's the discussion question. With the increasing digital publication of government documents and increasingly digital FDLP, how can depository librarians, and how do you, act as intermediaries in order to help patrons find what they need? We purposely made this broad, how you find yourself in the middle of the publications that you want. People in your community be able to find, how do you promote those publications. What do you do. We are looking forward to a lively chat. The four moderators can chime in with their own ideas.

I have to unmute and get back to chat. Toggling the is difficult. Rick pointed out that folks are not coming in and thumbing through indexes how government information is organized that's where professionals come in now more than ever. I would chime in that that's how I act as enemy to every. Intermediary.

Rob, do you have any ideas from your work at the state law library?

Sorry, toggling back and forth is tricky. From the pandemic forward, my reference staff has been spending so much time answering questions that are either phone or email questions. They are populating those answers. With direct links to things. And doing a lot more complete answer type reference, rather than appointing people to the resources and letting them loose. A long-winded way of saying full service, hard-core reference.

That makes sense. Yes. Rather than doing that in a face-to-face reference interview, which we do in our library, sometimes I can think of a couple of recent examples with sociology and social work and government resources that students need. We have computers set ups for reference. I am helping a student learn as I am showing them recommended resources. And then in real time during that reference interview, we send them an email with all those links, like you are saying. It's a little more

interact of and responsive to that point of need question. I'm doing the same thing, actually sending them the direct link to whatever the point report is or the documents with the email. They like that.

I haven't burned my reference staff out yet, but they are starting to look like in full brokers. I worry about burnout.

Rene or Jen, since I can't see chat very well, can you see things coming in on chat and help us with that?

Sure thing, this is Jan. Many folks have pointed out lip guides that are helpful in highlighting and promoting resources on topics. I want to call attention to Becky White's question so folks can weigh in on the chat with their ideas. For libraries that cannot afford lip guides, what is the best free alternative? That's a great question.

Can I pop in there? Other people's lip guides? That would be my first. You can link to the lip guides that GPO creates. You can link to our colleagues at UC San Diego. So many in the community have created incredible lip guides. Even if you don't have lip guides or the time or staff to update them and create them. There are hundreds of lip guides. All you have to do is Google your topic and put the word lip guide on it and start filtering results based on your community. There are lip guides from public libraries, academic libraries. Short or long. How is that?

That is a great one. I through the link into the chat. Our councilmember also chimed in that subjects plus.com might be an opportunity to investigate. Following your Google suggestion, Sara said she likes the site .gov proceeding Google search to make sure patrons land in the right spot.

Presenters, if you have a hard time seeing a chat, you can minimize things. If polling is still up for you. You can ask that out and expand the chat and collapse the participants, as well. If that is helpful.

Thanks, Kelly, I will try that.

You just got that to work, okay.

There is a lot of talk in the chat going back to the idea of acting intermediaries. With census data in general. Some products are not easy to use. So having experts in libraries to help utilize that information better. I want to echo that, too. That's what I find here, as well. We subscribe to social Explorer. I will often have some older teams come in and use our print materials. They get very excited when I show them social Explorer as an alternative to the print information.

There is also several people in the chat talking about the structure of government. How it was easier when it was on the shelves, you could browse and see how everything fits together. Now with agency websites that is changing.

Being and intermediary for fellow librarians totally count. We help the helpers.

Yes, you were talking about burning out your reference staff. I was thinking I wish I could sell GovInfo as an easy tool for folks. We are making progress but still a thing.

Anyone in January, I did a faculty forum. It's the year of open science, that was one of the focuses. In general, it was on the increase in government research that is available now, because of the executive

order. I was teaching faculty, who, in turn, were going to turn around, it was social science and business faculty, and share the resources with students. Even though I wasn't a direct point of reference for the students, in this case, like I am in several other cases. I was hoping to help the faculty find depositories on agency websites for a lot of these reports that are mandated to be made public. Is anybody else teaching other faculty about government information? Elizabeth said there is data sciences library. They been helping share government resources from work saw workshops she has led.

That's great. Folks that are not in academic institutions. Son soul. There are version of the FDLP is a great way to get access to workshops. Look up the name.

Andrea said just today I love these timely examples, she showed a student the Google trip. So that staff what they needed. Mary, what site do you show patrons to explore? What was the site? I think that was the question for Rene? Maybe social Explorer?

Yes. It's a paid subscription. It's for those with academic institutions that have it, it's easy to get census data.

I love Dominic's question or comment about library school. I was fortunate enough to take a class by Dan Barclay, University of New Mexico, that was targeted to grad students across the discipline since there was not a library school. He taught docs multidisciplinary. Any time we can teach docs to people, it's a great time.

This is not specific to digital government documents. The multi-aspect of them got me thinking. When I started here they said you'll just work with political science. I work with political science far less than natural resources for folks on campus. We are lucky enough to have a graphic designer on staff, to design posters that highlight different areas of the government document collection. She made them in the style of national parks poster. We put them on the wall instead of the old faded maps we have to reinforce the multidose of Mary nature when people come into the space. They have the displays year round. I don't have an example, I should put up a guide and promote it. Perhaps in the fall.

I like to seek government documents into lots of different displays. We just had a year-long local history and genealogy initiative that included a big quilt show. I find wonderful government docs about quilts. I enjoy putting them into a variety of displays and reminding them about the rep of government document information. Our president hosted a Friday speaker series. That is mostly senior citizens. We have a table from the library and that includes government documents, whether on Social Security. And one was on Civil War and Ulysses S Grant and the other one was on German prisoner camps in Missouri. We are always finding ways to promote. The digital versions through posters and links or the small tangible question we have.

I want to shout out to Andrea Andrea's cover class using docs in the business school, that's brilliant. Looks like it will be a ton of fun to see.

I see that, yes.

Related in the chat, Alyssa Garner said directive user docs and historical research. I also, thinking about Jen's comments, working with political science. I use this with many more history students than political science. They use this as primary source material in the way that poly size doesn't use as much.

Vicky, can you unmute yourself and provide context . Are you saying the government doesn't provide one-on-one reference or your entire University of South Alabama?

The problem is, we are so understaffed. We have less than half the librarians we used to have. At any one time, I may be the only library in in public service. They have created a system where you have a reference section you can go to, on the main page. Someone spent 40 hours a week doing this, as well as other point people. And normally non-librarians doing this. We only have two reference librarians in the entire system. They all have responsibility for that. Graduate students can contact them for a specific one-on-one conversation. It has to be on an appointment level. We get all sorts. For someone that's in the library. And some of the circulation, when they need help, they will bring them to our department. Both Caitlin and I will find materials in the library and help them, as well is in the chat. The person that does that has a understanding of what it might be. They report to us and we put the report out. At any point in time, we may be the only people in the library helping people.

Thanks for that context. Is probably not a unique situation. Probably a lot of libraries with shrinking staff altogether. Certainly shrinking government information staff. Rick, our fellow councilmembers said the decision digitization of government info makes items searching. The hardest part of the job is getting people to think to even look for golf docs, that they don't know what exists. It's a great example, people that use social Explorer. If they don't know the topic reports exist they won't know to look for them. Good point. How do we increase that knowledge that would make people curious to start searching for something, when they don't know it exists. Jennifer, can you unmute when you can tell us what the +1 series is.

Hi Lisa. Talking about the Library of Congress webinar.

Oh, yes, I've seen a few of those.

I will put a link in the chat. Is to the page of the Library of Congress where you can subscribe to emails and get an alert. At the top of the page, under the category, most popular, is the latest new newsletter. You can subscribe to receive that. Log and events. The topical newsletters, too. You can get information on all the free webinars they do. Along with the Library of Congress webinars. I like to share those and the FDLP webinars.

Yes, Sara said that, too. I got you. Good. So, when I did the presentation for faculty in January, do you ever, like you are wanting to tell your community, your faculty community and students about resources. I feel overwhelmed by all the information out there. I had to really consciously say I'm only going to show six things about social sciences or six things about science. How do you deal with that resource overload? And figuring out how to share what is out there with your community?

I think it's a little easier for those of us in line with law libraries or court libraries, because we can focus on the case coming in the door. If it's a full service academic institution, that's harder to do because everything is fair game.

That makes sense, a public library where you don't know what kind of question will come at you.

I was just thinking about that Rob and Jennifer. With a law library, I have my own niche of documents. I think about my colleagues of with public libraries and academic libraries have to focus on a lot more and how challenging that must be.

That is challenging. Elizabeth said that she sends gov. Tuesday each week for interesting or funny or odd government documents. That's interesting. Kelley Smith. Anybody have a link to Kelly's guide. Her Roundup. I've learned about so many things about that. I thank her for the time she puts into that. When teaching a class where students need to find first place. I send them to the CRS reports. Andrea said librarians in community college are library liaisons. They can promote specific resources in their divisions. That's a good point as far as overload. They can promote gov docs to colleague librarians. It's easy and fun to play if the aspects of our field have comedic effect. Rick worries that makes other librarians less interested in our field. I used older CRS reports to compile legislative history last week. Like Elizabeth, I used twitter. I send at least one fed dock each week. Rick said let's give a moment for people who struggled so long to get CRS reports in the FDLP. Good point. We do something similar at Indiana state. It is GovInfo minute . Props to get those reports into the FDLP. I will never address each individual topic. It's good for me to search more effectively. The site.gov trick has changed people's habits. And CRS reports. Andrea said biggest day of promotion is Constitution Day a national voter registration day. There is a paralegal department. Anniversary. You celebrate your anniversary every five years.

Cake and coffee does great things for those things to pull people in, right?

Daniel wrote the paper on it.

Charlie has shared a paper they wrote about the CRS report product. That will take you to the article and explains it all.

Love it. What about I am interested in how do you all think, we have a little time thing. Let's brainstorm ways of promoting digital government information. We've heard directly in the emails, putting them on lip guides. I like the idea of newsletter and email colleagues. Is there anything that GPO can do to help us with that? Is there anything they can do ? Any ideas? Oh, okay, I would like a copy. That's interesting, thank you. Webinars for continuing education. Good idea. Students love food. Cookies and constitutions, that's what we do in our library, and a big display to help them learn about government information.

In the chat, information day. Indiana public library with continuing education. I love this idea. It seems like it's promoting it with the coordinators in the state, we all know folks are going to their public library for this information. That seems like a great outreach.

At least in the Washington, likely to get a judge to work on outreach to break down barriers.

Teacher continuing education day. Face-to-face promotion consider showing clips in the west wing. Kristin, that's a great idea. The debt cast filibuster episode where they try to access very costly documents. I don't know if I knew about that. She was taken to task by an intern. I would say everyone needs to file that away as a memorable snippet to show. University of North Carolina, Wilmington, they have a day with docs. That's for the K-12 teachers. Great idea. Especially since many of us have dual enrollment. Expanding across the country. Getting those to teachers is great.

Here at Utah State, I will throw a link in the chat. We are targeting English educators with a conference called bridging the gap, where we get together and talk about information literacy films that are taught in the high school and what students can expect when they arrive to the University. Part of the gap we

want to talk about is where these free resources already exist. Get to folks that are not concurrent with enrollment, if that makes sense. We target teachers for sharing teacher education options.

Elizabeth Fox said she does a presentation of the library conference for online online documents. That's a great way to expand the conversation and expand the audience. Suzanne said information online at Oklahoma State University. The news and online resources.

Janel's genealogy society idea is awesome, too. Connecting people to using docs to learn about ancestors.

Can you read that?

The strong relationship of local genealogy society we frequently perform outreach on frequent genealogy research.

That's great. Thank you.

Genealogy classes often focus on those paid subscription services, which are wonderful but using government documents behind the pay wall. Using those connections if you have the resources for it is important. Once you get down the path of helping genealogists, you will never have a lack of patriots at your reference desk.

Yes, and they are enthusiastic sharers, I will say. Let's see, Lori Thornton said state library presentations form a trivia contest. Can you elaborate? It's difficult enough to get people's attention. That would be fun to have examples, Lori, that we can borrow for you. Sara said get ready for next year's eclipse with master resources. We were in the path of totality, we use a lot of master resources during the last eclipse. State department of education may have a direct three. Someone shared an example from Alaska, thank you. Rodney yes, eclipse party, it was wild. We gave away 2000 pairs of glasses. What else? Anything else? For the good of all of us. Anything you want to share. Massive coloring pages, thank you, Jen. Carolyn said did a tour of the entire library for the local genealogy society. Good one, I will share that with our genealogy specialist. Cleveland is going to be very busy. There's another Cleveland it must be in the path of totality last or next year. Jennifer said genealogy series in the national archive. Thank you Jennifer. I'm not sure what Rick said. Can someone repeat that.

As the reference librarian, they only pay treeing scarier than the genealogy patron is one who asks for you by name.

I will share that. Many of us might run a little bit. Some come for days. Get a hotel room and stay for three days. What else? Anything else about increasing awareness of digital FDLP ? Anything else we can ask of GPO, that they might investigate or recommend . Yeah, Rick, you have the humor award of this chat, thank you for that.

Lisa, I will share a project that is very much in the agency here with increasing access to the Digital Products.

Thank you, Renee.

Some folks in cataloging are doing a project, the DE I work we are doing with other initiatives here. We came to expand that to the documents collection and enhance the meta-data. It becomes more searchable for folks and accessible. Some that then not are not familiar with antiquated language. I will be able to give updates.

Very cool. Speaking to some areas with access with opening our community users and building trust and government information for communities that may have stressed it. It speaks to a lot of things that come up to this session. Allen has something for genealogists. Thanks, Alan. I don't know if any of you caught it in the first session. We had a conversation of something about the chat GPT generated the description between relationship and of DLC and the GPO and the connection to the FDLP. That brings the whole, I don't even know what the questions are around that with government information. It was quite the hat trick. Interesting to read. I'd be interested in the query that was put into the chat to generate that. I thank you to the community member who definitely sparks the conversation. Rick, I get I bet you get a lot of ancestor worship going on there. Charlie explained the relationship always you Charlie I didn't know that. Thank you for the question.

This is Jen, I'm trying to put it back in the chat for folks that are new.

I read it intently. We only have a few more minutes so if you have any thank you FDLP promotional items. I think if you can't do it enough, I can never do it enough, you should still do it when you can, every little bit helps. I'm not able to contribute every time there's a photo in our library and I enjoy it I think it makes a difference for the GPO and things promoted. Thank you Charlie and thank you Jen. You can parse that description and see what you think I sent it out to the library staff and they had comment about it. I guess you can't ask chat how to promote the digital. It doesn't ask those kinds of questions. Anything else? Anything I missed?

Guenn shared a link to YouTube, one minute videos. We haven't talked about video or visual ways to talk about that or Twitter and Instagram. Those are great links to check out.

That's great. Charlie, you will have to let us know how your GPT succession document works out. Anything else from the community? Anything else you want to talk about or want us to answer? Anything else going on in your library's? Last minute that you want to chat for posterity? Oh, will it -- I think there will be something about the DLC meeting later on from Scott. Lots of great ideas, thank you. Someone said they would love to have a whole discussion on chat GPT on government information. Maybe that could be a fall conference open forum. Thank you for the idea. Thank you all. I do hope you will join us for a business meeting. The reports, I think will be illuminating. You will get to see the work that is done, it is important work. So, please join us for that, if you have time. Thank you for the broadcast, Lori. Thank you all.

Jennifer, you will have to share what chat PT recommends we do. Getting ideas.

Thanks, Jennifer. Let us know. Very good. Thank you. It is preserved. It is 3:00. Thank you everyone. I think we have a break until know, it's 4:00. I'm sorry, it's 4:00 where I am. We have a break from 4:00 to 4:15 Eastern time. Then we have a business meeting. Kelly, anything you need to say?

No, you covered it, we will be back in 15.
