

## Virtual Snack with Council: Unique Challenges, Underserved Populations, and FDLs: Focus Group Results – Chat Log

from Troy Black to everyone: 11:58 AM

Does someone mind saying something so I can check if my speakers are working

from Troy Black to everyone: 11:58 AM

yes thank you sir

from John Olson to everyone: 12:01 PM

500

from Cynthia Etkin to everyone: 12:04 PM

DLC = Depository Library Council

from Cynthia Etkin to everyone: 12:07 PM

- Handout with Focus Group questions: <https://www.fdlp.gov/file-repository-item/virtual-snack-council-unique-challenges-underserved-populations-and-fdls-focus>

from Brylynn Ellis to everyone: 12:14 PM

I think many underserved populations feel a mistrust in the government

from Sarah Dobransky to everyone: 12:14 PM

Part of our challenge is getting our patrons (urban, poor, mental health needs) need to learn how to use a computer in the first place. Another issue is the number of people who only know how to use their mobile device, which isn't great for research

from Amy Fitch to everyone: 12:14 PM

My library allows everyone to use our computers and log into the internet. We check out hotspots for 4 weeks at a time and have wifi through our parking lot from 5am to 10pm everyday.

from Leslie Carr to everyone: 12:14 PM

Many of our depository patrons are technology challenged--it's the greatest barrier . So we are offering sessions with our tech dept to help get them started.

from Diane Mohr to everyone: 12:14 PM

Were any public libraries in your focus group?

from Ginney Billbray to everyone: 12:14 PM

Regarding laptops and hotspots -- our college has a large lending program to students that allows us to help us to bridge the digital divide. This is a collaboration between our IT department and the library.

from Jennifer Morgan to everyone: 12:15 PM

@Brylynn Mistrust definitely came up in our Training focus group. Librarians reported being unable to convince patrons to use government information.

from Bobby Griffith to everyone: 12:15 PM

We have many incarcerated patrons with no internet access. We do print smaller documents, but providing access to large documents is a problem

from Cynthia Etkin to everyone: 12:15 PM

@ Diane - there were a couple people from public libraries that participated.

from Brylynn Ellis to everyone: 12:16 PM

Many are intimidated with technology. Technology has evolved just so quickly many may feel like they are falling behind and don't know how to ask for help.

from Andrea Stelljes to everyone: 12:16 PM

I think there may be different needs for public library patrons

from Lisa Pritchard to everyone: 12:16 PM

We serve many first generation students and community patrons with limited technology skills. We've offered basic computer and research classes to the community for free. We provide open access to all to our computers. We check out laptops to students. We promote government information, resources, and work to inform the community and help build trust.

from Brylynn Ellis to everyone: 12:16 PM

Academic

from Kathy Hale to everyone: 12:16 PM

We allow patrons who were incarcerated to get a library card when we send a letter to where they are staying and they bring the letter back to us.

from Leslie Carr to everyone: 12:16 PM

We are a public library, the main location in a major city

from Mary Jo Heacock to everyone: 12:16 PM

Academic Law

from Becki White to everyone: 12:16 PM

Most of the patrons who come in to my public library don't know what they are looking for is government information.

from Sarah Dobransky to everyone: 12:16 PM

We are also public and serve a wide array of patrons.

from Julieta Calderon to everyone: 12:16 PM

One of our biggest challenges is our patrons lack of digital literacy and computer skills. And in many cases with our older patrons and Spanish-speaking patrons there is a hesitancy and even straight-out rejection of using online resources. In many cases it's because they find having to learn these new skills to be too time-consuming and frustrating.

from Lisa Pritchard to everyone: 12:17 PM

+1 Jenny--our IT department works with us on our hotspot and computer lending program.

from Sarah Dobransky to everyone: 12:17 PM  
+1 Julieta - we often send print outs to our older patrons.

from Becki White to everyone: 12:18 PM  
Even when my public library has offered free tech courses, as basic as using a mouse, there has been little response.

from Alberto Pagan-Ramirez to everyone: 12:18 PM  
I had a patron that could not believe that such government publications were available to the public.

from Marija Gudauskas to everyone: 12:18 PM  
+1 Sarah - For some underserved populations, technology is the key barrier leading to mistrust. Patrons not facile with technology view it as the barrier to the information they're seeking. For them, this lack of skill helps instill the mistrust in the information presented to them regardless of source, since it's the computer's fault for keeping them from the information they seek.

from Leslie Carr to everyone: 12:18 PM  
We also offer a language translation device which is helpful for patrons who do not speak English

from Marie Concannon to everyone: 12:18 PM  
The #1 cause of bankruptcy in the U.S. is medical debt and minorities are the most susceptible. Health care prices negotiated by insurance companies were protected as trade secrets up until 2021. Regulations now require health care pricing transparency but people don't know how to use the tools. Usually they are computer based. All of this affects minorities disproportionately.

from Vaile Fujikawa to everyone: 12:18 PM  
Public librarian here. Major city. The government information center is at Main, in the heart of downtown. Serve many impacted individuals (economically, housing, underserved, etc). However, we are lucky in the sense that we also have a center that does adult training and education in the library. However-- it never seems to be enough. A lot of training is on demand. Do a lot of promotion, work on building trust in the community. It's a constant effort to build relationships-- everything comes back to that.

from Lisa Pritchard to everyone: 12:19 PM  
We provide outreach to an older population that regularly attends a speakers program sponsored by our College President. We provide government information such as SSA Don't Get Scammed [ssa.gov/scan](https://www.ssa.gov/scan) (that you can order or print). We also offer books on technology skills geared toward older users.

from Kathy Piselli to everyone: 12:19 PM  
In our public library we offer classes in using computers but most people who visit just want a google-style answer and can't be bothered to learn to use a computer, much less dig into a government website.

from Lisa Hartman to everyone: 12:19 PM  
Academic library - Our patrons who are not a part of the campus community must apply for a community borrower card (once), and for a temporary login (every time they visit). It's frustrating for some. Plus there is limited parking to physically visit the library.

from Christy Kirchner to everyone: 12:19 PM

Public Librarian for city, selective FDLP library who works with the regional FDLP to fulfill the city residents' needs. I'm completely new to FDLP, Fed gov. policies and procedures, history, everything. As stated by hosts/co-host, this is a new hat added to my other hats, mainly as Support Services--collection development and acquisitions for the entire system. I'm concerned how to correct problems left from my predecessor that deal with this old system while also learning this new electronic only method moving forward

from LIsa Pritchard to everyone: 12:19 PM  
oops ssa.gov/scam

from Andrea Stelljes to everyone: 12:19 PM  
I'm from Hennepin County Library in Minneapolis, MN, a large urban library. We offer drop-in computer labs so patrons can get one-on-one help using the internet, PCs and mobile devices, etc. We provide gov info on a very local level with County social workers on staff and referrals to help patrons with their basic needs

from LIsa Pritchard to everyone: 12:21 PM  
+1 Marie And, Marie will offer a great program on this. Ask her about it.

from Andrea Craley to everyone: 12:21 PM  
+1 Leslie. Our Library just found out our campus Accessible Services has several of these devices and just did a demo for us during Library Staff meeting. They offered for us to check on out to learn how to use it for awhile. We may then add one to our Circulation Desk area. It looks like a great idea :)

from Elissa Lawrence to everyone: 12:21 PM  
Now that the program is digital-first, trying to convince users that the online version is truly the only option sometimes (for new publications, especially) may be a challenge. We have patrons who only want the print CFR. We are no longer receiving that in print and luckily they have not been around recently asking to use it, but I anticipate trying to set them up to use the eCFR will be a headache.

from LIsa Pritchard to everyone: 12:22 PM  
+1 Kathy

from Sarah Dobransky to everyone: 12:22 PM  
One agency that does the digital conversion well is the Copyright office. They have tons of tutorials on how to use the system, and I often dit patrons down at the computer to view. They can't afford the print application fee, but are still proud of their work and want to protect it.

from Sarah Dobransky to everyone: 12:22 PM  
\*sit

from LIsa Pritchard to everyone: 12:23 PM  
Hang in there, Christy! Reach out! There are lots of folks happy to help you.

from Cynthia Etkin to everyone: 12:23 PM  
BEGIN MISTRUST IN GOVERNMENT TOPIC

from Christopher Bloodworth to everyone: 12:24 PM

I'm from Detroit Public Library. In the chat, I noticed that we're definitely not alone facing similar challenges serving an underserved population. We're already taking similar measures, e.g.: offering basic computer and related tech classes, offering both laptops and hotspots to check out both internally and externally. In my library, it's especially challenging, yet rewarding at the same time, assisting and serving senior patrons, who often have the least computer and tech skills and experience., so they need more hands-on assistance than other patrons. However, due to staff limitations, we're often stretched to provide the level of one-on-one, hand-held assistance many need, especially if they're less educated. They're also most vulnerable to misinformation often placing their trust in us to assist with questionable or problematic information.

from Sarah Dobransky to everyone: 12:26 PM

Does anyone else have regular patrons who call asking to explain CNN, MSNBC, Fox, etc.? They don't trust the government or understand what's going on, but they trust us to tell them the answers. It's a huge challenge to be factual without giving opinion.

from Kathy Hale to everyone: 12:26 PM

More of our patrons are looking for more lower level legal information such as state or county level unless it is the IRS.

from Andrea Craley to everyone: 12:26 PM

Similar to Lisa Hartman - Community College library - Patrons who are not a part of the campus community as credit student or employee must get a community borrower library card (once, at no charge), and have to be logged into a computer by a staff member each time they arrive (since they do not have a network login, this is campus ITS policy).

from Andrea Stelljes to everyone: 12:27 PM

+1 Christopher. Similar issues in Minneapolis

from Gwen Sinclair to everyone: 12:27 PM

Sarah, I've been contacted by a few conspiracy theorists who don't believe me when I contradict their "facts."

from Selena Lee to everyone: 12:27 PM

The following is a list of AALL law libraries serving prisoners . <https://www.aallnet.org/srsis/resources-publications/assistance-for-prisoners/list-law-libraries-serving-prisoners/>

from Sarah Dobransky to everyone: 12:28 PM

@Gwen, we have a rule that we give them what they're looking for. If it doesn't exist, there's nothing I can do. It's a fine line to walk.

from Jennifer Morgan to everyone: 12:28 PM

When mistrust in government came up in our Training focus group, it was tied to a specific geographic region of the U.S. Both location and socio-economic factors, played a role in shaping these views.

from Brylynn Ellis to everyone: 12:29 PM

Is there any correlation on mistrust during election cycles?

from Thomas Fischlschweiger to everyone: 12:29 PM

We certainly do get questions like that, often requesting additional sources that they can use for further research.

from Vaile Fujikawa to everyone: 12:29 PM

(PL) Yes, we have several regulars who call asking to explain news articles or what they've read on socials/news/heard from friends.

from Sarah Dobransky to everyone: 12:29 PM

Oh, sovereign citizens..... \*sigh\*

from Christopher Bloodworth to everyone: 12:30 PM

I often get reference questions to verify facts on political issues in various news media sources.

from Ginney Billbray to everyone: 12:30 PM

I have had several patrons question whether or not digital gov docs have been altered and how would we know if they were.

from Paul Nease to everyone: 12:30 PM

Sarah, we get those types of questions as well. I make it a point to say I'm here to provide information and try to find scholarly sources. If they're asking about specific politicians, I'll show them how to search congress.gov to see what the legislator is working on.

from Sarah Dobransky to everyone: 12:31 PM

+1 Paul

from Kelly Seifert to everyone: 12:31 PM

Document Authentication at GPO: <https://www.govinfo.gov/about/authentication>

from Kathy Hale to everyone: 12:32 PM

Several regulars are looking for statistics such as Census or EPA.

from Cynthia Etkin to everyone: 12:32 PM

LANGUAGE BARRIERS TOPIC BEGINS

from Gwen Sinclair to everyone: 12:35 PM

I think that collaborating with community groups is key to working with speakers of other languages, esp. if there's no one on staff who speaks that language.

from Kathy Hale to everyone: 12:36 PM

We have also had a staff member be able to communicate in American Sign Language.

from Sarah Dobransky to everyone: 12:36 PM

Google translate comes in handy. I had a "conversation" with a Chinese patron by passing our phones back and forth. It wasn't ideal, but she got what she needed.

from Emma Taylor to everyone: 12:36 PM

+1 Gwen

from Sarah Dobransky to everyone: 12:37 PM  
+1 Kathy

from Becki White to everyone: 12:37 PM  
At our public library, we recently installed a translation app on the iPad/Square device at the front desk, so we can better communicate with non-English-speaking patrons.

from Tiffany Panzarella to everyone: 12:37 PM  
At our public library, we use LanguageLine service that provides live telephone translation services

from Alberto Pagan-Ramirez to everyone: 12:38 PM  
They are usually not very good.

from Dominique Hallett to everyone: 12:38 PM  
accuracy is very important in government forms and legal topics

from Rob Mead to everyone: 12:38 PM  
+1 Tiffany

from Sarah Dobransky to everyone: 12:38 PM  
Google seemed to do ok. We have a live phone translation service as well, but I haven't used it myself.

from Becki White to everyone: 12:38 PM  
Most of the questions we've dealt with had to do with printing from their phones, so not very complicated. :)

from Roberta Boyd to everyone: 12:39 PM  
Small rural public library. Lack of staff hours to provide training in digital literacy, especially for the older population in our community is major issue.

from Amy Fitch to everyone: 12:39 PM  
We only have one staff member that speaks Spanish, but she is rarely there when we need her.

from Theresa Zahor to everyone: 12:39 PM  
Yes, academic library. We have students translating sometimes for their parents.

from Becki White to everyone: 12:40 PM  
We sometimes have a kid or another person with the person who doesn't speak English; that usually works better than a device.

from Joshua Olsen to everyone: 12:40 PM  
Yes, we have seen children translating for their parents (academic library too).

from Ronnie Joiner to everyone: 12:40 PM  
I've helped people who's children translated. This is less common now that there are translation tools.

from Alberto Pagan-Ramirez to everyone: 12:40 PM  
Institutions should make a serious effort to hire bilingual staff.

from Rob Mead to everyone: 12:41 PM  
+1 alberto

from Julieta Calderon to everyone: 12:41 PM  
+1 Alberto

from Tammy Ackerson to everyone: 12:41 PM  
Institutions should also offer training to staff for language learning.

from Mark Hamilton to everyone: 12:41 PM  
+1 Tammy

from Sarah Hendy-Jackson to everyone: 12:41 PM  
+1000 Tammy!

from Gwen Sinclair to everyone: 12:41 PM  
Our staff speaks a great many languages but no Marshallese or Chuukese.

from Sarah Dobransky to everyone: 12:42 PM  
We have many staff who speak Spanish, Chinese, Russian, and Arabic. But they work throughout the whole library system, so it's not always helpful for public-facing departments.

from Sarah Hendy-Jackson to everyone: 12:43 PM  
Would like to include signing languages in this convo as well. We have accessibility services that help, but the need is higher than our ability to provide service.

from Jennifer Morgan to everyone: 12:43 PM  
@Rob, do you have any foreign legal dictionaries?

from Rob Mead to everyone: 12:44 PM  
Just Spanish

from Mark Hamilton to everyone: 12:44 PM  
We have used voice-to-text feature of a phone for hearing impaired patrons\

from Sarah Dobransky to everyone: 12:44 PM  
We haven't used Zoom because the staff at our branches are too busy. A lot of the other bilingual staff work in security, custodial, etc. They help if they happen to be around.

from Andrea Craley to everyone: 12:45 PM  
Our campus Accessibility Office on campus just did a demo to Library staff of the ILA Pro Unlimited Instant Language Assistance device they were able to secure with grants.. The Library will check one out to see about using it at our Circulation Desk, and then perhaps look into its own grant to get one - not cheap.

from Jennifer Morgan to everyone: 12:46 PM



We are interested in learning training needs for librarians and information professionals -- not your patrons. Thanks!

from Gwen Sinclair to everyone: 12:46 PM  
@Andie, please let us know how it goes!

from Sarah Dobransky to everyone: 12:48 PM  
Are there any plans to have an FDLP webinar on training other staff to handle barriers? Maybe it would be beneficial to create a training video that could be sent to all staff?

from Gwen Sinclair to everyone: 12:48 PM  
@Sarah, I think we've identified several potential FDLP Academy webinars in this session!

from Becki White to everyone: 12:49 PM  
Because we were able to get a grant to offer computer courses, my director gave me more time to do these even after the grant period ended. Win!

from Andrea Stelljes to everyone: 12:49 PM  
+1 Gwen

from Mary-Ellen Petrich to everyone: 12:49 PM  
Wonderful!

from Theresa Zahor to everyone: 12:49 PM  
Interesting. Thank you.

from Scott Briggs to everyone: 12:49 PM  
Need a way to help communicate the fact that Gov Docs are not the Step-child and are full of useful information. To the entire staff in the library as well as around the community.

from Andrea Stelljes to everyone: 12:50 PM  
Thank you!

from Sarah Dobransky to everyone: 12:50 PM  
Thank you!

from Erika Westhoff to everyone: 12:50 PM  
Thank you!

from Amy Fitch to everyone: 12:50 PM  
Thank you!

from Cassandra Wenzel to everyone: 12:50 PM  
Thank you!

from Christopher Bloodworth to everyone: 12:50 PM  
Thank You!

from Roberta Boyd to everyone: 12:50 PM  
Thank you!