



Public Services

Note: for a listing of helpful resources, a description of GPO units, and an explanation about how to communicate with appropriate contacts at GPO, please consult the [Overview](#) to this Self-Study module.

For more information about working with these Self-Study modules and for more information on working with PDFs, please consult the detailed information in our [Introduction](#) module.

ACCESS

Access Policy:

Does your library have a written access policy for the depository collection?

- Yes No

Please note that each library should have an access policy. It is recommended that it be posted on Web pages and shared in other library information handouts or Web pages. The policy may be a part of the general library's access policy or it may be a separate policy. The access policy may include information about access to Internet and other electronic resources, or that information may be in a separate policy.

Does the access policy address access for all depository library user groups, primary and non-primary users, and is it in accordance with FDLP free, public access requirements?

- Yes No

If the library has a parent institution, does the parent institution disseminate information about access to the library and is this in accordance with depository access requirements? For example, does the parent institution, such as a university, relay information through its Web pages stating that the library is open to the public?

- Yes No N/A

If the library does not have a written official access policy or policies, are the library's procedures or information disseminated about access in accordance with FDLP access requirements and are they consistently enforced?

- Yes No

If no, the policy and procedures must be updated to ensure free, public access to Federal depository library users.

Is the access policy available for review by library users should they have a question or concern about depository access?

- Yes No

Other Policies:

Do the library policies or procedures provide for comparable access to depository materials to all users?

- Yes No

Note any discrepancies, i.e., "priority" services for an institution's own college students or a restriction on access to the library by age, etc.

Are library user conduct or behavior problems addressed through a behavior or conduct policy?

Yes No

Please note that libraries must ensure access to resources by all users, but improper conduct should be managed through behavior or conduct policies. Age or other access restrictions to the depository collection or services should not be implemented to manage improper behavior. Denying access to a group of library users most likely to exhibit noted improper behavior denies access to all in the group.

If you have a library user who continually violates library conduct or behavior policy or if you are uncertain whether or not there is a depository public access situation at your library, please notify LSCM through askGPO or Education and Outreach by phone at 202-512-1119 or email so that we may discuss the situation with you.

Does your library's collection development policy identify the library's community profile and various user groups so that you know how to develop your services and select and organize your collections most effectively?

Yes No

Please note that depository libraries are strongly encouraged to identify strategies to learn more about the U.S. Government information needs of their communities and then select and provide access to the most appropriate depository resources to meet those needs. The policy should also include information about appropriate referrals to other depository libraries and resource sharing opportunities so that library users may gain access to resources not available at the library. The public services (e.g., legal expertise at a law library) and secondary resources supporting use of the depository collection at a depository also factor, of course, into the type of depository collection developed and the types of services provided for them.

Are written public service guidelines for depository information in electronic formats consistent with Depository Library Public Service Guidelines For Government Information in Electronic Formats?

Yes No

Does the library have a written policy for Internet use that is consistent with GPO guidelines FDLP Internet Use Policy Guidelines?

Yes No

Please note that information addressing the above two questions may be in separate library policies or incorporated into one or more library-wide policies. Libraries should have policies covering these topics.

According to the policy or policies, does the library provide access to the following electronic resources?

Yes	No	
		Publications on GPO Access
		Publications linked through the Catalog of U.S. Government Publications
		Publications from official FDLP content partners
		Tangible electronic resources (i.e. CD-ROMs, DVDs, and floppy disks)

“All depository libraries must offer the general public free access to online Federal Government information provided through the Federal Depository Library Program (FDLP). This follows the same principle of free access that governs the use of traditional depository materials, as provided in Section 1911 of Title 44, United States Code.” FDLP Internet Use Policy Guidelines

Identification Requirements:

If the library has an identification requirement for access to the library building, what type of identification is required?

Does the policy allow for forms of identification that members of the general public or non-primary users have so they may gain access to use depository resources free of charge?

Yes No

Does the library have an identification requirement to use electronic depository resources?

Yes No

If so, what type of identification is required?

Does the policy allow for forms of identification that members of the general public or non-primary users have so they may gain access to use depository resources free of charge?

Yes No

If the library requires an identification to be shown to use depository resources located in offsite or remote storage or in special collections, what type of identification is required?

Does the policy allow for forms of identification that members of the general public or non-primary users have so they may gain access to use depository resources free of charge?

Yes No

Collection Locations:

Identify locations where the depository collection is housed. Check all that apply.

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Open stacks
<input type="checkbox"/>	Closed stacks
<input type="checkbox"/>	Remote or offsite storage facility
<input type="checkbox"/>	Reserves
<input type="checkbox"/>	Periodicals
<input type="checkbox"/>	Reference
<input type="checkbox"/>	Special Collection or Archives
<input type="checkbox"/>	Separate collection
<input type="checkbox"/>	Integrated collection
<input type="checkbox"/>	Branch libraries which are also under the purview of the director responsible for the library designated as the depository
<input type="checkbox"/>	At another institution through an official Shared Housing Agreement (SHA)
<input type="checkbox"/>	Other. Describe:

List the location(s) of depository publications housed within the library (e.g., main floor next to the main reference desk, on open shelves throughout the library, in poorly lit collection stacks, etc.)

Are the collections visible because of their location and/or through promotion of them?

Yes No

Please note any improvements that should be made to provide for or enhance public access.

If depository materials are located in offsite or remote storage facilities, how are the materials retrieved:

By primary users?

By non-primary users?

What is the retrieval time of the materials?

If depository materials are located in closed stacks, how are the materials retrieved:

By primary users?

By non-primary users?

What is the retrieval time of the materials?

If depository resources are located in a reserves collection, how do primary users:

Retrieve the materials?

How do non-primary users?

What is the retrieval time of the materials?

If depository materials are located in a special collection (e.g., historical depository resources are in an archival collection):

How do primary users retrieve the materials?

How do non-primary users?

What is the retrieval time of the materials?

Please note that all depository library user groups must be able to gain access to depository resources in all formats in a timely manner. If you note any obstacles or hindrances, they must be addressed.

For any depository publication located in closed stacks, remote storage and/or special collections, where adequate access is not provided because of limited service hours, limited bibliographic control, limited availability of secondary resources or lack of staff government information expertise, what are the library's plans to improve access?

What short-term workarounds are in place to identify the depository publications housed in these areas?

Are depository resources in electronic format identified through cataloging or other methods (e.g., pathfinders)?

Yes No

If not, how do you identify the appropriate resources for the researchers and ensure that public services personnel are adequately trained to provide reference services for them?

If your library participates in an official Shared Housing Agreement (SHA), does your library have a current SHA on file with GPO and your regional library?

Yes No

If no, please create or update the agreements and supply copies to GPO and to your regional library.

Circulation of depository resources is not required. However, for information purposes indicate which resources may circulate for your library's primary and non-primary users. Explain any workarounds for how a non-primary user can borrow resources from the library if material is not circulated.

	Primary		Non-Primary		Workaround?
	Yes	No	Yes	No	
Paper					
Microfiche					
CDs					
Maps					
DVDs					
VHS tapes					
Floppy Disks					

Potential or Actual Barriers or Impediments:

The following section asks if there are any barriers or impediments for access to the collections and services for depository users. Please note that if there are any physical or other barriers, including policies or practices that pose a chilling effect on depository usage; the library must address these. Apply short-term workarounds if the resolution will take substantial time to amend.

Describe limitations or barriers to the physical access of the library building and selective housing sites, if any (i.e. lack of or inadequate wheelchair ramp, no elevators in the building housing the library, no accessible parking near the library, etc.). Are there workarounds? How is that advertised to users?

Describe limitations or barriers to the physical access of the depository collection(s) within the library (i.e. no elevator to depository collections, entrances or stack aisles are too narrow for wheelchair access, shelving is unstable, stacks are too high to reach, etc.). Are there workarounds? How is that advertised to users?

Does the library provide access to assistive technology on computers for users with disabilities?

Yes No

Are there workarounds if the technology is not available? How is that advertised to users?

Does the information advertised about library hours (e.g., information found on the library Web pages and in the library's phone message) provide library contact information so that those with questions may discuss how best to gain access to depository resources?

Yes No

Are the library's reference service hours limited, i.e., 9:00 a.m. – 5:00 p.m. weekdays only?

Yes No

Does the library have limited or no public services during nights, weekends, exam periods, or is it not open year round?

Yes No

How does the library provide service to those library users who are unable to visit the library during normal working hours?

How does the library advertise the availability of the services to eliminate any chilling effect on usage of needed depository resources?

Are there often long lines or waiting times for public access computer workstations that results in some depository researchers leaving the library without gaining access to depository materials?

Yes No

Are there advertised workarounds (e.g., a dedicated depository workstation for depository usage or signage directing those with questions to the public service desks)?

Yes **No**

Does the signage in the public service areas indicate a barrier to access for non-primary library users (e.g., signs that say “not open to the general public”, or “institution identification required for admittance”, or “only open for authorized persons”)?

Yes **No**

If yes, are directions or instructions advertised to overcome the barriers and what are they?

Are there any statements in policies and library information that indicate a barrier to access for non-primary library users (e.g., information in handouts or on Web pages)?

Yes **No**

If yes, are directions or instructions advertised to overcome the barriers and what are they?

Does the library have age restrictions to the library or to collections that affect access to the depository collection?

Yes **No**

If yes, are there workarounds (e.g., library policies and other written documentation indicate that library users of all ages are permitted access to use depository resources)? How is this advertised to users?

Does the library have age restrictions or other limitations on computer workstations that affect access to electronic depository resources?

Yes **No**

If yes, are there workarounds? How is this advertised to users?

Does the library employ filters or blocking software on computers?

Yes **No**

If yes, can they be turned off? How is that workaround advertised to the user?

If a Web site is blocked, does the message that appears on the computer screen direct users to public services personnel for further assistance?

- Yes No

Note: This often means the standard message that came with the software was substituted with a message from the library.

Does the library have a microfiche reader, microfiche printer, and/or microfiche scanner?

- Yes No

If no, how does your library provide access to depository resources in microfiche?

Do public access computers at the library run the following?

	Yes	No	N/A
CD-ROMs			
DVDs			
Floppy disks			

If not, how does the library provide access to depository resources in these formats? Are there workarounds?

Does the library have the ability to run depository issued VHS tapes?

- Yes No

If not, how does the library provide access to depository resources in these formats? Are there workarounds?

Please note that the above formats may not be currently selected because your library has determined that the library's users prefer other formats. However, if the library receives any of the above formats along with a General Publications or other catch-all item number or these formats are still in your collection because they were previously selected, there must be ways to provide access to them.

Are depository publications routinely processed and made available in a timely manner?

- Yes No

If not, are the materials housed in an organized manner where the user can access the material if requested?

- Yes No

If yes, how is that option advertised to users?

Do any library Web pages indicate that the library is not open to non-primary users?

- Yes No

If yes, are there exceptions listed and advertised for depository library users?

- Yes No

Does the library charge fees or have a fee structure for access to depository collections or services to primary library users?

- Yes No

Does the library charge fees or have a fee structure for access to depository collections or services to non-primary library users?

- Yes No

Are there any restrictive usage policies or instructions displayed on library Web pages or in other library information sources, such as the telephone recording?

- Yes No

Are any barriers or impediments to depository resources that you noted above in your policies, signage or Web pages a candidate for the chilling effect? For example, signage on public access computers indicating that only those with the institution's identification may use the library's computer resources, which may persuade non-primary library users to leave the library rather than seek assistance from the library staff.

- Yes No

Are security guards and other library personnel trained or routinely refreshed about depository access policies?

- Yes No

If your library experiences a temporary disruption in service due to remodeling, damage from a disaster, exam period, etc., does your library change the service hours? Explain.

How is the disruption and change in services advertised to users and potential visitors?

Are you aware that if there is a temporary disruption in services that your library should submit a contingency plan to GPO for review?

- Yes No

Please note that when a disruption occurs in access and services for Federal depository library resources, the library must provide a plan for continued service to LSCM and the regional library. A disruption is any event, whether planned or unexpected, that involves significant changes in access to and services for the depository collection.

SERVICES

Do you evaluate the success of your services (e.g., the library conducts internal reviews, user surveys, or studies about depository public access and services)?

Yes No

How do you know that the services your library provides are the most needed and effective services, ensuring that depository resources are most effectively used?

Please note that this may be a challenging question to answer, particularly if the library's depository resources are integrated into the general collection. It is important though, of course, that limited library staff time and resources are used most effectively; therefore, an analysis of the existing services from time to time is recommended.

List the primary strategies you employ to learn about the U.S. Government information needs of your community so that your depository's resource selections and services help fulfill their information needs. (e.g., monitor resource requests from library users; monitor reference questions; read the news daily to identify resources of potential interest; conduct a library user survey; attend continuing education events; contact new faculty, city administrators, or other managers in the institution and ask about information needs, etc.).

Are the depository information needs of your library users being met?

Yes No

If not, what are the gaps?

What are some new services or technologies that may help disseminate information about depository resources to the community?

List the primary ways in which your library provides public access to your library's depository resources (e.g., catalog depository selections in all formats; provide Internet access at all public access computer workstations within the library building; circulate depository resources; develop a Web page on major U.S. Government information resources; provide highly visible and multiple ways to contact public services personnel, etc.).

Where is information about this access disseminated to the general public?

List the primary ways your library provides public services for depository resources (e.g., provide reference services by librarians knowledgeable of U.S. Government information resources; provide Web pages about U.S. Government information; provide virtual reference assistance; provide classes on various subjects covering U.S. Government information resources; develop pathfinders with other depository library personnel in the region and share with non-depository libraries to facilitate proper referrals, etc.).

Where is information about these services disseminated to the general public?

REFERENCE

In this next section, evaluate specific aspects of your library's public services via reference, services specifically for electronic collections, and outreach and promotion. Consider how these services support the answers listed in the Services section above.

Indicate how the library provides reference services for depository resources.

- _____ A separate reference desk for depository resources
- _____ A combined desk for general and U.S. Government information reference
- _____ Multiple subject department reference desks
- _____ Other. Describe.

If separate reference desks are maintained for the depository collection from the main collection, are the hours staffed on the depository desk comparable to the hours staffed on the main desk?

Yes **No** **N/A**

Is there one contact for government information reference, or multiple?

If there are multiple contacts, are the public services personnel trained in U.S. Government information reference services?

Are library users typically directed to contact one government information specialist at the library?

If so, how does the library address any urgent information needs expressed by library users when the government information specialist is out of the library or unavailable?

Consider the comparability of service requirement.

Describe the level of expertise of those providing reference services with the depository collection.

Does the present level of expertise meet the library's standard for public services so that it is comparable to the general reference services being provided?

What is the level of staff knowledge of nearby depositories to make informed referrals?

To what other depositories and for what types of depository materials do staff most often refer users?

What Web sites, directories, or area networks are used to make referrals?

Are appropriate online resources searched prior to the referral?

Is there regular training or refreshers for library public services personnel so that all staff may continue to make informed referrals?

Does the library offer comparable reference and other services to non-primary users as well as to its primary users?

- Yes No

Note any discrepancies, i.e., "priority" services for its own primary users. Are there are differences in hours of service, degree of assistance offered, availability of depository collections for use for different groups of library users?

If the response is "no", how will the library provide comparable access and service with a workaround or solution, on a short-term (what can be done immediately to ensure access now) and long-term basis (a sustainable solution which may take more time to implement)?

What is the average response time to reference questions?

	Primary users	Non-primary users
In person		
Phone		
Chat		
Email		
IM		
Blog/wiki		
Fax		
Other. Describe		

According to your library's public services policies or procedures, are any of these response times unreasonable?

- Yes No

Has the library had any complaints about untimely access to depository resources?

- Yes No

Review the table above. Is service comparable for all depository library user groups?

- Yes No

If the response is “no”, how will the library provide comparable access and service with a workaround or solution, on a short-term (what can be done immediately to ensure access now) and long-term basis (a sustainable solution which may take more time to implement)?

Please note that timely access is a combination of your library’s public service personnel’s professional judgment and expertise, your availability to address questions based on your library’s hours of operation (and the recourse you have available if the hours are limited to the regular work week), and the options available to you to provide access to Federal depository library resources (i.e., your library’s collection, resource sharing options, etc).

Where is contact information listed for all types of reference questions? For government information reference questions?

Is there guidance available at the reference desk on the use of the collection, including how to use the principal available reference sources such as catalogs, abstracts, indexes and other aids including electronic products?

Yes No

Are secondary resources at the library sufficient for library users and reference personnel to identify U.S. Government information resources that meet their information needs? This may include databases, reference publications, etc.

Yes No

What training opportunities in government information reference for public services personnel are available?

Is reference service provided for questions about specific depository resources in the collection?

Yes No

Is reference service provided for questions about U.S. Government information that requires a staff person to investigate the appropriate resources to address the questions?

Yes No

Is Interlibrary Loan (ILL) provided for depository collections; both for users seeking depository resources not held at your library and users not at your library requesting your depository resources?

Yes No

What ILL groups does your library participate in?

Does your library provide access to the FDLP Basic Collection?

Yes No

How are the resources made available? (e.g., through the catalog, through a Web page, through a list of databases, etc.)

Please note that all depository libraries must provide access to all titles in the FDLP Basic Collection. Your depository library is expected to have the titles in the Basic Collection accessible for immediate use by your users. How this is accomplished is a local decision. However, merely linking to GPO Access or the CGP does not provide sufficient access to all of these titles. While access is best accomplished by cataloging the titles and including active hyperlinks in the bibliographic record, other alternatives are also available to depositories.

They are:

- Link to all the titles in the Basic Collection from the library's Web site;
- Catalog the Basic Collection using a collection level [serial level] record and including a hyperlink;
- Link to a Basic Collection Web page from the library's Web site;
- Purchase and make available commercial equivalents (tangible or electronic) of the Basic Collection titles; and
- Incorporate Basic Collection titles into topical bibliographies or guides.

Is there a FAQ or manual for non-government information specialists to consult as needed?

Yes No

Are the locations of the public service points visible and recognizable as such (i.e. well-lit, directional signage in the library identifies where to find public services and collections for U.S. Government information resources)?

Yes No

If no, what will be done to improve the visibility?

All depository libraries provide some type of reference service. Enhanced reference services may be part of a library's promotion and outreach activities. Please remember to consider comparability of public services for all depository library user groups.

ELECTRONIC COLLECTIONS

Network Security:

Do your library computers require log-ins or computer user authentication?

Yes No

Please note: It is permissible to require a log-in for network security or other purposes. However, please check signage and policies for any chilling effect.

If yes, are all users required to authenticate themselves?

Are any user agreements required before logging-in at public access computer workstations?

If any library user, typically a non-primary patron, is unable to log-in, does any computer user agreement or library signage on or near the public access computer workstations direct users to public service or information desks for further assistance if they are unable to access the computers?

Yes No

If there is information that states that only certain computer users may access the computers without giving any recourse for non-primary user access to electronic depository resources, the signage may be “chilling” and should be carefully reviewed..

Does the library use filters or other blocking software, limit the resources that can be accessed online, or otherwise implement “white lists” (i.e. a discrete list of Web sites acceptable to access, potentially by a library user group)?

Yes No

Please note: It is permissible to employ these network and user security methods; however free access to depository resources requires that there be a workaround to enable users to access depository resources. These workarounds may include having a dedicated workstation that does not have the same security on it, having the ability to turn off the filter or blocking software upon request and in a timely manner, and at a minimum, providing mediated searching on behalf of the user.

How are users informed that filtering or blocking software is being used? Signage? Screen saver text? Is there any wording with a chilling effect in use?

Does the library enforce time limits for computer usage?

Yes No

If yes, do you have procedures for depository users who request additional time to complete online work or research?

Technology/Software:

Does the library have sufficient public access computer workstations for library users?

Yes No

Do at least some of the library’s public access computers meet the Recommended Specifications for Public Access Computers (RS) and Minimum Technical Requirements for Public Access Computers (MTR)?

Yes No

What printing, saving, downloading, scanning and e-mailing options do users of electronic government information have?

How long does the installation of tangible electronic depository resources typically take?

If the library does not provide for timely access to tangible electronic resources within the library, how does the library provide access to these resources?

Does your library have a technology update cycle, or a plan for the continued update of technology and software?

Yes No

Please note that the Recommended Specifications for Public Access Computers (RS) and Minimum Technical Requirements for Public Access Computers (MTR) have guidance on this topic.

OUTREACH AND PROMOTION

Do the library Web pages and other library information sources have information about the library's status as a Federal depository library or that it is a resource of U.S. government information expertise? For example, does the library have a Web page about the depository services or about primary U.S. Government information resources of interest to your community?

Yes No

Are the majority of depository resources in all formats cataloged?

Yes No

How else does the library promote or market its public services for the depository resources so that it is visible (i.e., depository resources are organized and readily accessible and not simply stored where they remain unused)?

Please note that if no avenues exist for library users to identify the library as a depository, the library must implement awareness activities so that depository resources are not simply stored and unused. If the library does not provide any information about its role in providing service or expertise for U.S. Government information resources (e.g., advertise that it is a Federal depository library) and does not identify its depository resources in its library collections, the depository is likely to be invisible to current library users and potential depository users. Review of this situation may be a first step for the library in reconsidering its commitment to being a Federal depository library.

Is the depository emblem posted in a prominent and visible location on or near all entrance doors of the library and selective housing site(s), if applicable?

Yes No

Is a depository graphic or graphics posted on the library's home page or another appropriate library Web site?

Yes No

Does the library have Web pages with information about the depository operation and its services?

Yes No

If so, provide the URL(s): _____

Does a page provide a link to GPO Access?

Yes No

Does a page provide a link to the Catalog of U.S. Government Publications?

Yes No

Does a page provide a link to the FDsys?

Yes No

Describe the extent to which government electronic information is integrated within the library home page and/or the government information Web page.

In general, do you feel that the library advertises that it is a Federal depository library or resource center for U.S. Government information resources?

Yes No

If not, how do users know that the library provides access to Federal depository resources and offers public services with information professionals trained to answer government information reference questions?

What is the currency of the depository operation information posted on the Internet? Are there new policies or other information not posted yet on the Web page(s)?

If so, gather those policies and post them online, as appropriate, and remove any outdated content.

Where is visitor access information posted? Online? In brochures?

Describe any cataloging efforts to enhance depository resource access.

Are Federal government Internet sites included in the library's online catalog?

Yes No

If there is an online catalog, is it networked or shared with other libraries?

Yes No

Note any other libraries on the network that are depositories.

Describe what part(s) if any, of the depository collection are not cataloged and why.

Are any uncataloged parts of the depository collection housed in off-site or remote storage, or closed stacks that make getting access to the materials difficult?

Yes No

How does the library advertise that users may gain access to uncataloged materials?

Identify what depository resources are cataloged to the piece level by format:

- _____ Books
- _____ Serials
- _____ Pamphlets
- _____ Maps
- _____ Microfiche
- _____ Tangible electronic resources (CD-ROMs, DVDs)
- _____ Online resources
- _____ Other, such as multi media kits, VHS tapes, etc.

Describe the library's promotional and outreach activities for the depository collection and services, and the frequency. Promotional activities may include programming (i.e. classes or special events) or traditional everyday library activities such as cataloging and current awareness activities for regular library users.

Who is the intended audience of all of the promotional activities? Primary users? Library staff? Other library staff not from your library?

What new technologies or activities would help promote the depository collection?

Have library users requested any new services or promotional activities?

Please note any new ideas for promotion and outreach.

GPO strongly encourages cataloging all depository resources in all formats as a very effective way for the library's users to identify those depository resources most likely to address their U.S. Government information needs.

EVALUATING YOUR ANSWERS

Refer to 44 U.S.C. § 19 and the [Federal Depository Library Handbook](#) for more detailed information.

Access

- Responses should indicate that access to the library's Federal depository resources in all formats is free of charge and available to all library user groups, within and outside of the primary user groups, at the depository library and at all selective housing sites.
- Mechanisms to provide access to all formats must be available, without any impediments or chilling effect.
- Timely access is a combination of your library's public service personnel's professional judgment and expertise, your availability to address questions based on your library's hours of operation (and the recourse you have available if the hours are limited to the regular work week), and the options available to you to provide access to Federal depository library resources (i.e., your library's collection, resource sharing options, etc).
- In order to provide access to and services for your library's Federal depository resources, you must know where the resources are housed and how to access them, through bibliographic records or secondary resources.
- GPO strongly recommends that the library implement behavior or conduct policy and procedures to address conduct issues.

Services

- Since services support the visibility and use of the depository resources at the library and since the FDLP is a multi-type, multi-size national library program with many different libraries, the types of services available at depository libraries vary widely. All depository libraries provide some level of reference service.

Reference

- Please keep in mind that all depository library user groups must gain comparable access to reference.
- Comparable doesn't mean exactly the same, as licensing agreements, for example, may not allow non-primary users access to certain types of services. However, consideration must be given to non-primary patrons, which typically means providing multiple avenues and options for contacting the library's public services staff.
- All public services personnel should be able to address basic U.S. Government information reference questions so that depository patrons receive timely service.

Electronic Collections

- Specific issues come up with service for electronic collections where service must be balanced with network security. As a result, staff should review policies, signage, or computer use agreements for any chilling effect on depository usage by those unable to log-in at the public access computer workstations. An easy way to eliminate the chilling effect is to direct those without log-ins to the public services desk(s) for further assistance.

Outreach and Promotion

- Always consider all outreach and promotion activities, from traditional library activities (e.g., cataloging and integrating depository resources into the general collections) to programming events and cooperative activities (e.g., instructing or providing handouts about U.S. Government information to non-depository librarians in the geographic area).

TRACK PROGRESS

Do all of the policies, documentation, Web page information, information on signage, etc, agree with and support your library's current practices? Is there a difference between the content in the library's written documentation and everyday library practice?

Identify what needs to be corrected and what will be done to bring policies and procedures into alignment so that public access is ensured (e.g., update policies, information on certain Web pages, or train library personnel).

If a temporary workaround is needed to provide free, public access in the near-term, document the plan for this, with a timeline.

After completion of the Public Services module, review the first question about the access policy again. Do your answers remain the same?

Does all of the above documentation you reviewed support free and unrestricted public access?

If not, please indicate what issues need to be addressed and how they will be addressed. Develop a timeline to track progress. For example, if the library currently restricts access by age, would the creation of an acceptable patron behavior or conduct policy address the concerns that prompted the implementation of age limitations?

What new ways would you like to develop to provide public access and public services?

Establish progress benchmark(s) in support of enhanced public services. Consider your library's mission, goals, and objectives. Retain for your records to manage progress over time.

For example:

- Improve average processing time for cataloging new receipts by two work days to provide enhanced bibliographic access in an even timelier manner.
- Increase the number of outreach activities to the community by 50% over the next calendar year.
- Expand the number of training sessions on U.S. Government information resources for public services colleagues in the library by 50% over the next six months.
- Update signage in the library to eliminate noted chilling effect by (date).
- Post (specific) content about the depository on the library Web pages by (date).