Federal Depository Library Needs Assessment and Biennial Survey 2009

Date: June 2010

Submitted to:

Library Services and Content Management

US Government Printing Office

Prepared by:
Mukta Ohri, Director | Custom Research Services
David Powell, Director & Senior Consultant
OUTSELL

Table of Contents

Introduction 1

Executive Summary of Survey Findings 2

In Outsell's Opinion 4

Key Considerations..... 5

Background to the survey 7

Methodology..... 8

General and demographic 9

Problems and challenges 10

Services, tools, studies and metrics 11

Services provided by the FDLP 13

Satisfaction with FDLP services 14

Highlights of the biennial survey..... 16

Academic libraries segment..... 18

Federal libraries segment 20

Public libraries segment 22

State libraries segment..... 24

APPENDIX: Web Survey 26

APPENDIX: Detailed Segment Analysis 36

Introduction

The fundamental mission of the Federal Depository Library Program [FDLP] is to safeguard the public's right to know and to provide access to the information created from all branches of the federal government through designated libraries. This open access is at the heart of informed participation in the democratic process, by ensuring citizen access to both valuable historical information for research and education, but also to current information which both informs the citizenry and elevates visibility into (and thus the accountability of) government activity.

Created by Congress, FDLP structures the collection, organization, maintenance, preservation and distribution of depository materials to libraries throughout the United States. Libraries span a spectrum of federal, state, local public libraries, as well as academic and special libraries. Currently, about 1,250 libraries nationwide accept the obligations of the FDLP and participate in the dissemination of government information products. Many of these depository libraries are also academic libraries; two thirds of the FDLP Regional Libraries are academic libraries

In the past decade, technology and the Internet have changed the FDLP landscape on all fronts, as has turmoil from the recent economic conditions. To better serve both the public mission and the needs of depository libraries will require GPO to provide robust consideration of the current situation, in particular the perspective of dissemination, access, cost management, preservation, and overall citizen value proposition. To better understand the current needs and satisfaction of depository members, GPO commissioned this Needs Assessment Survey to solicit direct feedback from the members.

In order to appropriately understand this feedback within the context of FDLP demographics, the Needs Assessment was combined with the biennial survey through which depositories are able to fulfill their legal obligation to 'report to the Superintendent of Documents at least every two years concerning their condition' (44 USC §1909). The Needs Assessment/Biennial Survey was put into the field October 2009 through January 2010.

Survey results provide a starting point with benchmarks as to the scope of the current situation, while the Key Considerations articulated by Outsell point to recommended next steps.

Executive Summary of Survey Findings

Demographics

The 2010 Survey obtained valid responses from 1,129 of the almost 1,250 FDLP libraries, of which 812 academic, 191 public, 74 state, 38 federal, 7 local, 5 special, and 2 other. Results for the totality of responses and for the first four segments were analysed in depth, the other segments having too few responses to permit such analysis.

Services, tools and metrics

- Overall, respondents indicated that FDLP services were largely free from program-specific problems, but five generic issues, mostly finance-related, were picked out as a major problem by 20 per cent of respondents and as at least a minor problem by between 58 and 80 per cent, namely: Budget constraints; Staffing; Workload; Space; Cost containment. The incidence of these issues across different library segments was investigated more deeply.
- A wide range of services/content management activities is provided by respondent libraries, the breadth of range being influenced largely by library size.
- Access to depository materials was rated by over 90 per cent of respondents as the most important service provided by the FDLP, while other services rated highly by 50 per cent or more respondents were the FDLP desktop and Free access to government fee-based databases.
- Additional services/resources requested by 50 per cent or so of respondents were: Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles. Public Libraries indicated a particular segmental need for Dewey classification.
- A third of all responding libraries do not conduct studies to measure library performance with regard to depository services and usage.

Levels of satisfaction

- Satisfaction with FDLP services was high, with at least 60 per cent of respondents indicating that they were satisfied or extremely satisfied with the majority of FDLP services, while dissatisfaction was at 15 per cent or lower in all but one instance.
- Closer examination was undertaken of six areas where dissatisfaction was expressed by 10 per cent or more of respondents, namely: Access to government fee-based databases; Claims; Needs & offers; Distribution; Training; Acquisition of materials from Agencies.

Biennial survey

- Most participants plan to remain in the FDLP, with only 1 per cent deciding against and 7 per cent undecided.
- Virtually all responding libraries (98 per cent) had more than 10,000 physical items other than government publications. Otherwise, total number of volumes in responding libraries was evenly distributed from >4 million down to 100,000 or less.
- A high proportion of respondents (70+ per cent) reported piece-level records available for the majority of tangible materials. A high proportion of respondents (80+ per cent) also reported piece-level records available for online books and serials, but other electronic materials were less well catered for.
- Discards are regularly processed in accordance with GPO instructions by two thirds of respondents, while the other third do so irregularly, but follow the rules.
- Staffing was considered adequate to fulfil basic depository responsibilities by 87 per cent of respondents, with State & Local Government Libraries and Public Libraries reporting most difficulty.
- Roughly 37 per cent of respondents expressed interest in receiving digital files on deposit.
- Only approximately 40 per cent of respondents reported no barriers to accessing depository resources for the public. Academic libraries were best prepared/equipped in this respect, while Public Libraries evidently had concerns about use of public access computers.

In Outsell's Opinion

In Outsell's opinion, the combined needs assessment and biennial survey has yielded useful findings which point towards actions which will assist the FDLP to retain participating libraries in the scheme, and enhance and extend services received by them. At the same time, a survey designed to be completed in 15 minutes cannot investigate with the level of depth which may be required/desired in particular areas, so inevitably GPO will need to follow up the survey in order to obtain deeper insights in areas identified by the survey. Nevertheless, a number of actions are indicated by the survey and are set out in the section below headed Key Considerations. Outsell considers that these actions address the key question as to what the incentives to remaining in the FDLP are in an era when free access to materials via the internet is all but universal.

Four areas where actions should be concentrated are worth mentioning specifically: *reducing dissatisfaction; introducing new services; better metrics; and finer segmental focus*.

Reducing dissatisfaction: In general, participating libraries were satisfied that the FDLP provides good service, and only relatively small numbers of respondents reported any sort of dissatisfaction (<15 per cent in relation to all aspects bar one). Nevertheless, there are a number of areas where improvement is indicated. While the survey highlights problematic symptoms, however, it does not identify the underlying cause(s). A good example (because it must be a subject of serious concern) is Access to government fee-based databases. This is the one instance where dissatisfaction was expressed by more than 15 per cent of respondents, but the survey does not identify whether dissatisfaction exists because of problems relating to technology, authentication, user interface, or other possible difficulties, nor whether there is a single problem common to all respondents. Following from this, it is evident that GPO needs to inform itself in greater depth concerning key areas of dissatisfaction. Further research/investigation is therefore called for in some areas.

Introducing new services: The survey also reveals a number of areas where participating libraries have identified new or extended services which would be of value to them. Obvious areas include retrospective digitization of documents, retrospective cataloguing, and electronic delivery of deposit materials. GPO will need to look carefully at the economic feasibility of providing innovative services, possibly at the expense of reducing or abandoning some existing activities. Services deemed less important may be candidates for such treatment, but again underlying cause(s) cannot be devined without further investigation. In some cases, therefore, it may be that such services would be perceived differently if their scope, delivery mode, interface, or other aspects were improved.

Better metrics: At a time when value for money is a key issue of concern for libraries generally, it is surprising and disappointing that the incidence of user and ROI (Return on Investment) studies is not a good deal higher. GPO needs to take up this issue with participating libraries. While those libraries will need to be convinced and to co-operate, it

seems possible that GPO could design modules which could be incorporated into participants' operating procedures in order to collect data without undue additional cost.

Finer segmental focus: It is evident from the demographics that Public Libraries serve the most numerous actual and potential user base. GPO needs to consider whether dedicated services or better focused services can be provided for this segment. Subsequently, it may also be appropriate to consider more customized services for other segments.

Finally, it has to be recognized that several of the problems and issues highlighted by the survey – particularly those relating to financial constraints and staffing – are not such as can be resolved directly by the FDLP. In enumerating essential actions below, therefore, Outsell has focused on actions which GPO may be able to undertake more or less on its own. Further, less critical and more detailed recommendations are also presented in the main body of the report.

Key Considerations

Bearing in mind the general points identified, Outsell puts forward the following recommendations for specific essential actions in rough order of priority:

- As a first step, GPO needs to review priorities in the light of survey guidance on most and least important services and on segmental variations, with a view to possible reallocation of resources in order to ensure that satisfaction with the most important services is maintained/increased and that areas of dissatisfaction are reduced/eliminated.
- Access to government fee-based databases presents a relatively consistent gap between importance of service and satisfaction which requires remedy. GPO should investigate the nature of the dissatisfaction in order to be able to devise and implement remedies.
- GPO should assess the cost-effective feasibility of providing the three most requested services not currently available, specifically: Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.
- Since libraries which do not capture performance metrics for depository services may not fully appreciate the role and value of FDLP, GPO should encourage libraries to undertake such studies In order to reduce that risk, possibly by co-sponsoring or providing an easy-to-implement survey kit.
- At the same time, libraries which do employ metrics in relation to their own content collection usage should be encouraged to ensure that data relating to depository materials can be isolated and spun out for separate analysis.
- As the number of interested libraries increases, GPO should pursue plans to implement delivery of digital files for depository materials.

- Public Libraries often face challenges on a different scale from libraries serving a more targeted audience. It may therefore be appropriate to target Public Libraries more than other segments, since they identified more issues as major/minor problems, including a lack of training on searching/using the resources, and time management. Attention should also be given to the desirability of providing item selection flexibility or Dewey classification for Public Libraries.
- Similarly, consideration should be given to enhancing services for other individual segments and appropriately segmenting support programs and offers by type and by size, as necessary.
- Given the wide-spread impact of the identified finance-related challenges, GPO's support programs should aim to include proactive education for managing FDLP participation in the most cost-effective manner.
- GPO's customerrelations program should encompass specific resources and procedures to engage with libraries planning to leave the program, and have a process for identifying and entering into dialog with 'at risk' libraries.
- GPO should investigate reported barriers in consultation with participating libraries in order to establish whether or how GPO can be of assistance
- GPO should investigate the circumstances of the small number of libraries which are not court libraries, but where access is restricted, to ascertain whether such restriction, which would appear to work against program objectives, is necessary or can be relaxed.

Background to the survey

The Federal Depository Library Program, FDLP, consists of a diverse grouping of approximately 1,250 institutions encompassing academic, federal, state, local, public, and special libraries. Each federal depository library must comply with legal responsibilities to 'make government publications available for the free use of the general public.' Individual libraries may determine how to meet this requirement.

Through its Public Access Assessment (PAA) program, GPO bears the responsibility of ensuring that the resources it distributes to federal depository libraries are made accessible to the general public. Assessments are categorized (access, collections, service, and cooperative efforts), and touch almost every aspect of library operations and service including access to depository resources through bibliographic, physical building, tangible collection, Internet, and onsite computer access. GPO's PAA program also has an educational and customer relations aspect, with GPO looking to develop the library's knowledge-base about FDLP requirements and best practices, as well as tools and services to enable libraries to successfully serve as federal depository libraries.

Outsell, Inc., based in California and London (www.outsellinc.com), was commissioned by the United States Government Printing Office (GPO) to carry out a needs assessment and benchmark exercise within the context of the biennial survey required under the Federal Depository Libraries Program (FDLP). The exercise was carried out between October 2009 and May 2010.

Over the past year, Outsell has worked closely with GPO to understand better the discrete segments within FDLP. With the revised FDLP library types segmentation completed, Outsell designed a needs assessment and benchmark instrument to survey the FDLP libraries as input to its customerrelations program.

This report presents the findings from that survey, both on an overall basis, and with detailed analysis by type of library. Greater detail, with full graphical illustration, is provided in an accompanying Apendix, including findings for each of the four main library segments.

Methodology

Data Collection. Outsell designed, programmed, and fielded the needs assessment and benchmark study instrument with input from GPO. Specifically, Outsell:

- Programmed the questionnaire into a secure web-based server and performed quality testing of the survey program;
- Provided a draft invitation which FDLP adapted and used to invite FDLP member library personnel to the survey site;
- Collected responses into a database and monitored response, providing updates to FDLP on a regular basis during fielding.
- Made the survey open to respondents from October 2009 through January 2010.

Data Processing & Tabulation. Once data collection was completed, Outsell processed the survey data and tabulated the responses. Data processing included cleaning and quality-checking the data, coding up to three open-ended questions, and providing a set of data cross-tabulated by up to 20 segments such as library type. Outsell has previously provided a raw data file showing individual responses to the survey, including individual library metrics.

Analysis. Drawing on a deep understanding of academic, government, and special libraries; segmentation analysis; research design; needs assessment and benchmark research methods, Outsell consultants analyzed the survey results to identify key findings and draw implications for FDLP's customerrelations program.

General and demographic

The 2010 Survey succeeded in obtaining valid responses from 1,129 of the almost 1,250 FDLP libraries. A break-down of responses by library segment is shown below. In considering the figures derived from the survey, however, it is essential always to keep in mind both the numbers of libraries in each of these segments and the sizes of the populations that they serve.

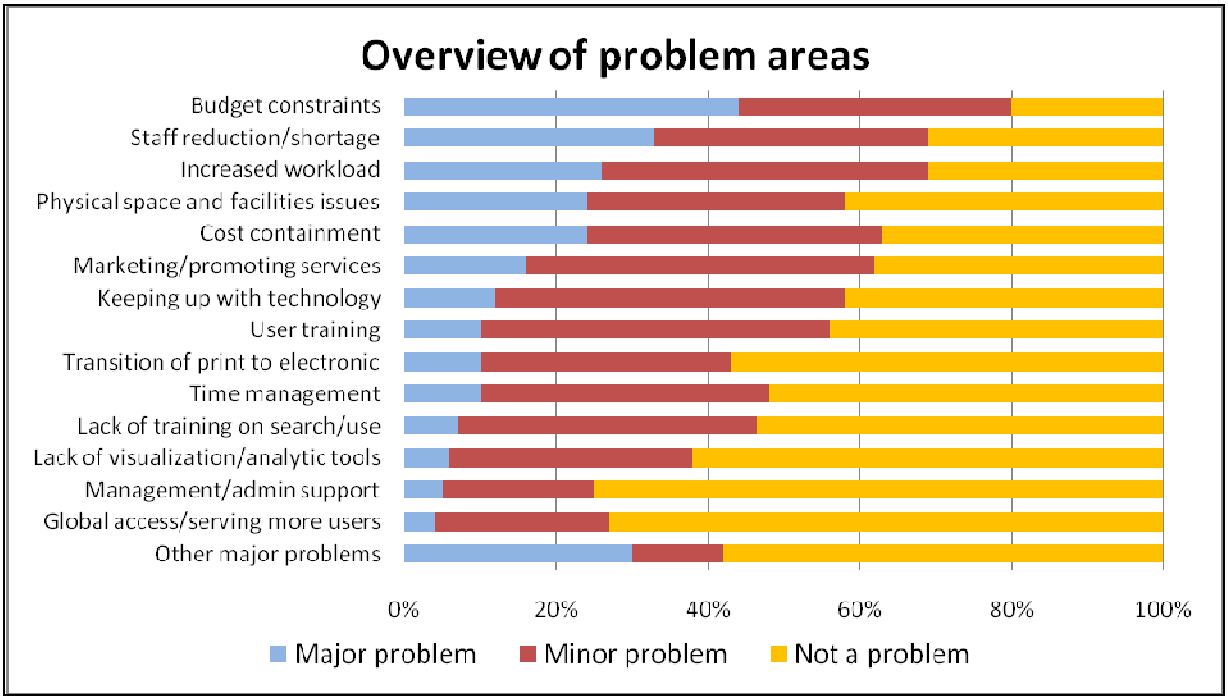
Overall, therefore, *Outsell recommends that GPO consider investigating the Public Library segment further* to gain greater understanding of its needs and concerns as related to FDLP, since it services the largest number of actual users and has substantial numbers of potential users

	Responses	Potential Users (Base)	Actual Users (Mean)	Users of depository services as percentage of actual users (median)
Academic	812	700-900,000	63,000	25%
Public	191	700-900,000	>300,000	9%
State Government	74	>4 million	>125,000	12%
Federal Government	38	400-500,000	24,000	22%
Local Government	7	Included, where feasible, within State Government – small number of responses insufficient for separate segmental analysis		
Special Libraries	5	Small number of responses insufficient for segmental analysis.		
Other	2	Small number of responses insufficient for segmental analysis.		

Problems and challenges

Highlights from survey results

Overall, respondents indicated that the FDLP was free from program-specific problems. However, five generic issues, mostly finance-related, were picked out as a major problem by 20 per cent of respondents and as at least a minor problem by between 58 and 80 per cent, namely: Budget constraints (80 per cent); Staffing (69 per cent); Workload (69 per cent); Space (58 per cent); Cost containment (63 per cent).



Further analysis of the five problem areas showed that they were particularly felt in Public and State & Local Libraries, with the larger and smaller libraries generally more affected than the medium-sized libraries.

Public Libraries more than other segments also identified more issues as major/minor problems, including a lack of training on searching/using the resources and time management.

Recommendations

Given the wide-spread impact of the identified finance-related challenges, GPO's support programs should look to include both proactive education for managing FDLP participation in

the most cost-effective manner, and perhaps include 1:1 advisory or consultative services for libraries facing prohibitive burdens (time, resources, money). Not only would such efforts help reduce any perceptions that depository status creates more burdens, but a successful program would also highlight how FDLP also helps member libraries serve their own broader mission.

Public Libraries in particular face unique challenges on a different scale from libraries serving a more targeted audience. Consideration should be given to appropriately segmenting support programs and offers, by type and by size, as necessary.

Services, tools, studies and metrics

Highlights from survey results

Respondents provide a wide range of services/content management activities, with almost 80% providing: Helpdesk; Electronic access to documents; Management of physical collections; Training on search/use.

Reference/Help desk	100%	Primary research	54%
Electronic access to documents	96%	Web site mgt	53%
Managing physical/print collections	94%	Locating subject experts	50%
Training on searching/use	88%	Current	46%
Document delivery/ordering	74%	Workshops: off-site	31%
Virtual reference assistance	72%	Content integration	29%
Collaborative workspace in library	69%	Customized	27%
Content evaluation/purchasing	64%	Analysis/synthesis/data	24%
Secondary research	64%	Collaborative workspace	19%
Workshops	61%		
Consulting services	60%		

Library size, more than type, influences less common services offered, as well as tools, methods, and applications for managing/delivering information. Only one tool (fax) is offered by more than 50 per cent of all respondents, although when looked at in relation to size, E-mail alerts and Scanning of paper documents are also reasonably common.

A third of all responding libraries, primarily small and medium in size, do not conduct studies to measure library performance with regard to depository services and usage. The most common studies, carried out in 25-30 per cent of responding libraries, are Qualitative and Quantitative studies on user needs, and User Satisfaction studies.

Qualitative studies on user needs	31%
Quantitative user needs assessments	30%

Quantitative user satisfaction studies	19%
Evaluation of product/service portfolio	10%
Benchmarking studies	7%
Quantitative studies on value/ROI	3%
LibQual	2%
User/usage statistics	1%
Circulation statistics/analysis	1%
Feedback/interviews	1%
Comment cards/suggestion box	1%
Hits/click tracking/web page counters	1%
Library wide assessment/service	1%

Performance metrics in relation to libraries' content collection usage are more common, but between 15 and 40+ per cent of respondents, especially in State & Local Government and Public Libraries, indicated that they did not have such metrics.

Recommendations

The percentage of libraries which do not capture performance metrics or perceptions for depository services and usage indicates a potential for libraries not fully to appreciate the role and value of FDLP within their own institutions. Outsell believes GPO should encourage studies to measure library ROI and performance with regard to depository services, possibly by co-sponsoring such initiatives or providing an 'off-the-shelf' survey kit which can be easily implemented.

Similarly, GPO should encourage libraries that employ metrics in relation to their libraries' content collection usage to ensure that data relating to depository materials can be isolated and spun out for separate analysis.

Services provided by the FDLP

Highlights from survey results

Access to depository materials was rated by over 90 per cent of respondents as the most important service provided by the FDLP. Other services rated highly by 50 per cent or more of respondents were the FDLP desktop and Free access to government fee-based databases.

Access to depository materials	91%
FDLP Desktop	59%
Free access to Govt fee-based databases	51%
Persistent identifier capability	50%
Cataloging to national standards	45%
User access tools	40%
Collection development/management tools	30%
FDL Handbook	24%
askGPO	22%
Authentication pubns on GPO Access/FDsys	17%
Conferences	13%
Marketing/promotional materials	12%
Training	7%
FDLP community site	3%
OPAL (interactive Web-based education)	3%
All other	1%

Services considered least important were essentially the inverse of those considered most important, the most cited being the FDLP community site and OPAL.

Services/resources not currently available and requested by 50 per cent or so of respondents were Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.

Digitized historical collection	69%
Add pre-1976 cataloging records to OCLC	50%
Online historical coverage	50%
Selection flexibility based on subject	43%
Federated search + Catalog of US Govt Pubns	35%
Selection flexibility based on collection	31%
Selection flexibility based on geography	27%
Classify publications using LC	24%
Selection flexibility based on size of library	24%
Deposit of digital files	21%
Print on demand	20%
Classify publications using Dewey	10%
All other	4%

One finding which stood out in relation to services requested was a particular need for Dewey classification cited by 40 per cent of Public Libraries.

Recommendations

GPO should assess the cost-effective feasibility of providing the three most requested services not currently available: Digitized historical collection of FDLP publications, Addition of pre-1976 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.

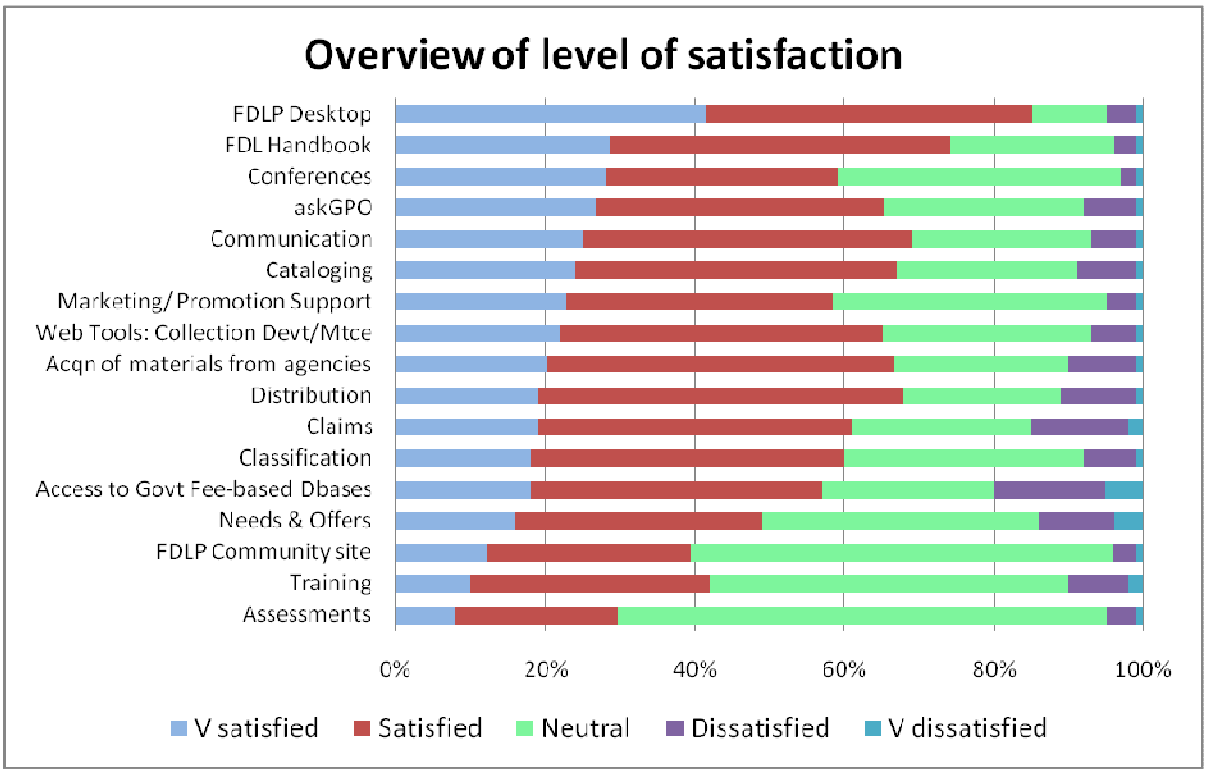
Attention should also be given to the desirability and cost-effective feasibility of enhancing services specifically for particular segments, since Public Libraries in particular – with the largest user populations – had some very unique views on desired services (e.g., item selection flexibility , Dewey classification).

Services cited as least important should be scrutinized to ascertain whether they are not addressing a need in optimum fashion (in which case remedial action should be planned) or whether there is an absence of need (in which case their continuation should be questioned and resources redirected).

Satisfaction with FDLP services

Highlights from survey results

Generally, satisfaction with FDLP services was high, with at least 60 per cent of respondents indicating that they were satisfied or extremely satisfied with the majority of FDLP services, while dissatisfaction was at 15 per cent or lower in all but one instance (Access to government fee-based databases).



Highest levels of dissatisfaction were found amongst State & Local Government, and Academic Libraries, both of which serve large numbers of users, with some amongst Public Libraries.

Further analysis was carried out of six areas where dissatisfaction was 10 per cent or more, as follows: Access to government fee-based databases; Claims; Needs & offers; Distribution; Training; Acquisition of materials from Agencies

Recommendations

Care should be taken to maintain the high level of satisfaction and to promote extended use of the most important services. With survey guidance on most and least important services – and the insights into segment commonalities and variations – GPO should consider re-allocating resources as needed to the most important services to ensure satisfaction is maintained and/or increased and that any dissatisfaction Is addressed.

In particular, Access to government fee-based databases presents a relatively consistent gap between importance of service and satisfaction which requires remedy.

Highlights of the biennial survey

FDLP and general satisfaction

Most participants plan to remain in the FDLP, with only 1 per cent deciding against and 7 per cent undecided.

The vast majority of responses (89 per cent) were discussed with the relevant Library Director/Dean.

Collection development

Virtually all responding libraries (98 per cent) had more than 10,000 physical items other than government publications.

Total number of volumes in responding libraries was evenly distributed from >4 million down to 100,000 or less

Bibliographic control

A very high proportion of respondents (70+ per cent) reported piece-level records available for the majority of tangible materials.

A very high proportion of respondents (80+ per cent) reported piece-level records available for online books and serials, while other materials were less well catered for.

Visibility for depository publications comes mainly from Routine cataloguing, FDLP emblem at entrances, Staff knowledge, and Library web pages that indicate depository status and/or highlight US government information.

Maintenance

Discards are regularly processed in accordance with GPO instructions by two thirds of respondents, while the other third do so irregularly, but follow the rules.

Public access

Only 2 per cent of libraries did not grant general public access to government information in all formats or to their general reference service.

Human resources

Staffing was considered adequate to fulfil basic depository responsibilities by 87 per cent of respondents, with State & Local Govt. Libraries and Public Libraries experiencing the problem most.

Digitization

Roughly 37 per cent of respondents expressed interest in receiving digital files on deposit.

Physical facilities

Approaching 40 per cent of respondents reported no barriers to accessing depository resources for the public. Academic libraries were best prepared/equipped in this respect, while Public Libraries evidently had concerns about use of public access computers.

Recommendations

GPO's CustomerRelations program should encompass specific resources and procedures to engage with libraries planning to leave the program, and have a process for identifying and entering into dialog with 'at risk' libraries, including:

solicitation of feedback and inquiries from member libraries questioning the value of remaining within FDLP;

'pattern recognition' processes for proactive identification of libraries which may face prohibitive costs or challenges;

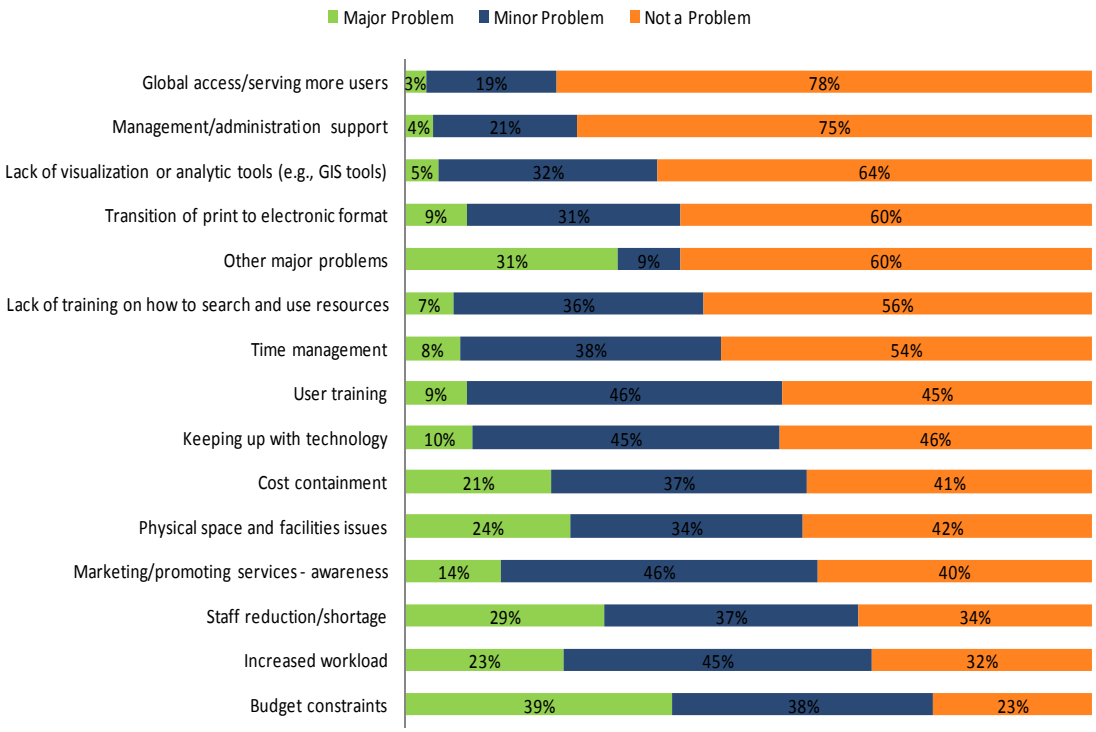
consideration of whether circumstances may exist which require occasional exceptions or waivers to the responsibilities of FDLP libraries.

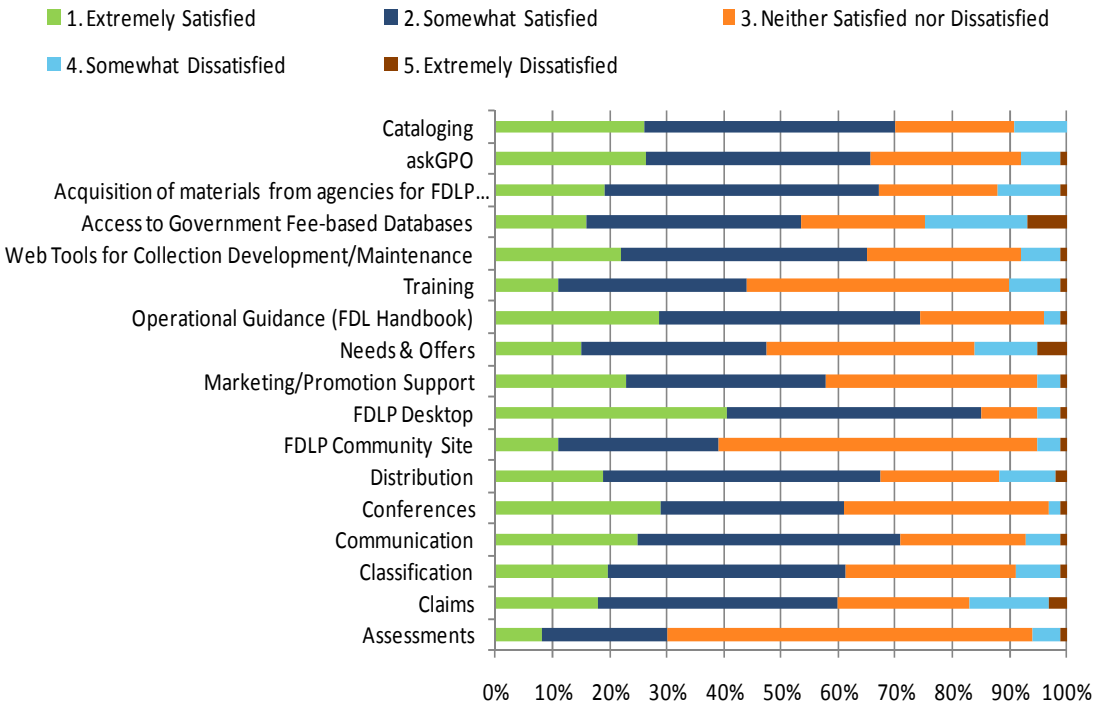
As the number of interested libraries increases, GPO should pursue plans to implement delivery of digital files for depository materials.

With less than half of FDLP libraries reporting no barriers to accessing depository resources, GPO should investigate reported barriers in consultation with participating libraries in order to establish whether or how GPO can be of assistance

As part of this investigation, GPO should also evaluate the circumstances of the small number of libraries where access is restricted to ascertain whether such restriction is necessary or can be relaxed.

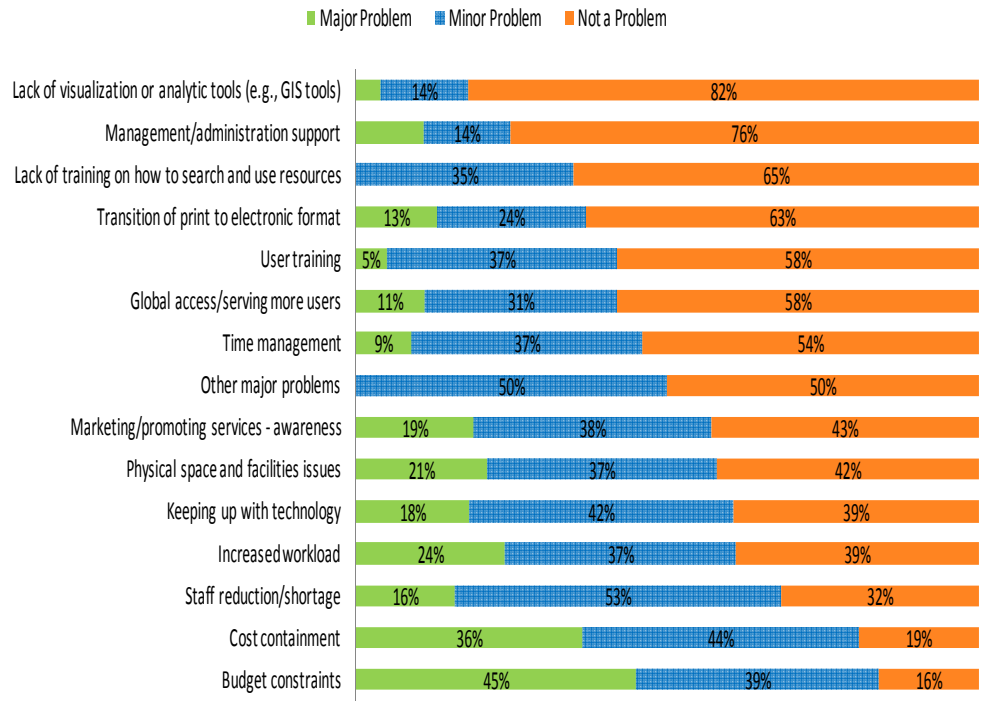
Academic libraries segment

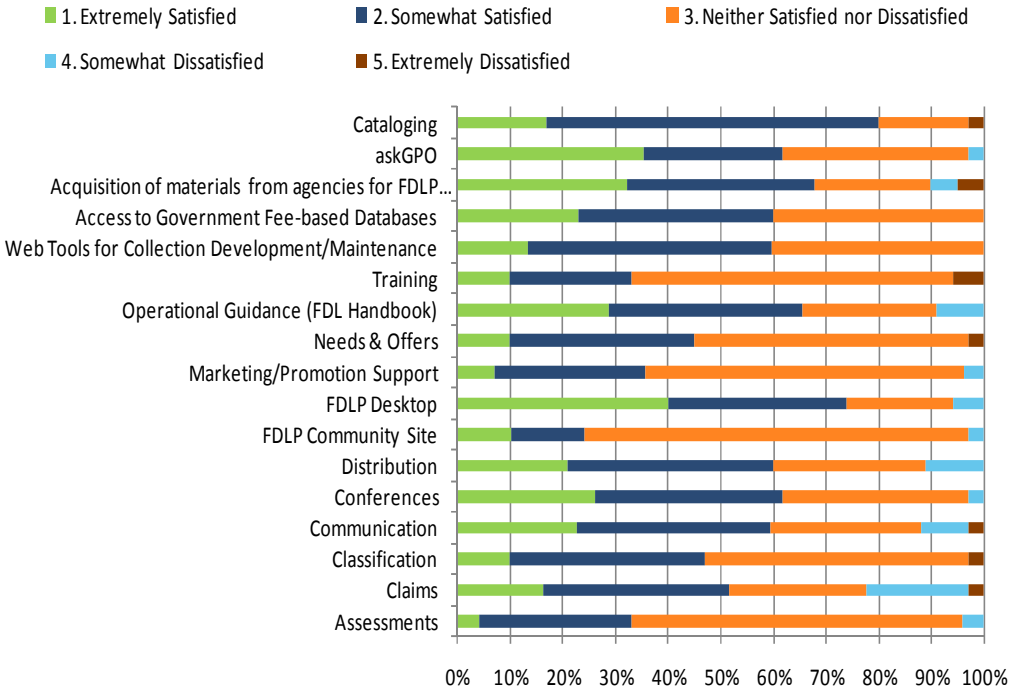




- 812 Academic libraries responded. Doctoral or master's college/university libraries accounted for more than half of all responses (53%). Potential number of users (median): 300,000; actual users (median): 7,000.
- Approaching 50% of respondents identified users of depository services as 2,000+; 25% identified 7,500+ users. Across all respondents, median number of depository services users: 1700.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also identified Marketing/promoting services, Keeping up with technology, and User training as either a Major or Minor Problem.
- Almost all respondents (90+%) identified core services and content management activities: Reference desk, Electronic access to documents, Managing a physical library/collection, and Providing training on searching and effective use of information were cited by 90+% respondents.
- Almost 60% of respondents do not measure library performance with regard to depository services. Those that do primarily use needs assessments. Less than 25% utilize satisfaction surveys.
- Almost all (91%) respondents identified access to depository materials as the most important FDLP services. More than half also identified: FDLP Desktop, Persistent identifier capability in cataloging records to full text, and Free access to Government fee-based databases.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (73%). More than half of all respondents also identified the addition of pre-1976 cataloging records to OCLC and online historical coverage of GPO/Fedsys titles followed, albeit with less demand (55% and 54%, respectively).
- 90+% respondents cited Routine cataloging, Display of the FDLP emblem, and Knowledgeable library staff as methods for making all formats of depository publications visible to the public. 43% of respondents identified no barriers for access to depository materials. For those who did cite barriers, online authentication to public access computers and the difficulty of accessing the collection within the library were prominent concerns.
- Respondents expressed the greatest levels of satisfaction with FDLP Desktop, the FDL Handbook, Conferences, askGPO, Cataloging, Communication, Web Tools, Classification, Distribution, and Acquisition of Agency Materials. The greatest levels of dissatisfaction were with Access to Government Fee-based Databases and Needs and Offers.
- 40% of respondents identified an interested in receiving digital files on deposit. While more than 50% had discussed this interest with theirDean/Director, most felt they did not have Administrative Support.
- Only 6% of respondents are considering whether to remain within FDLP.

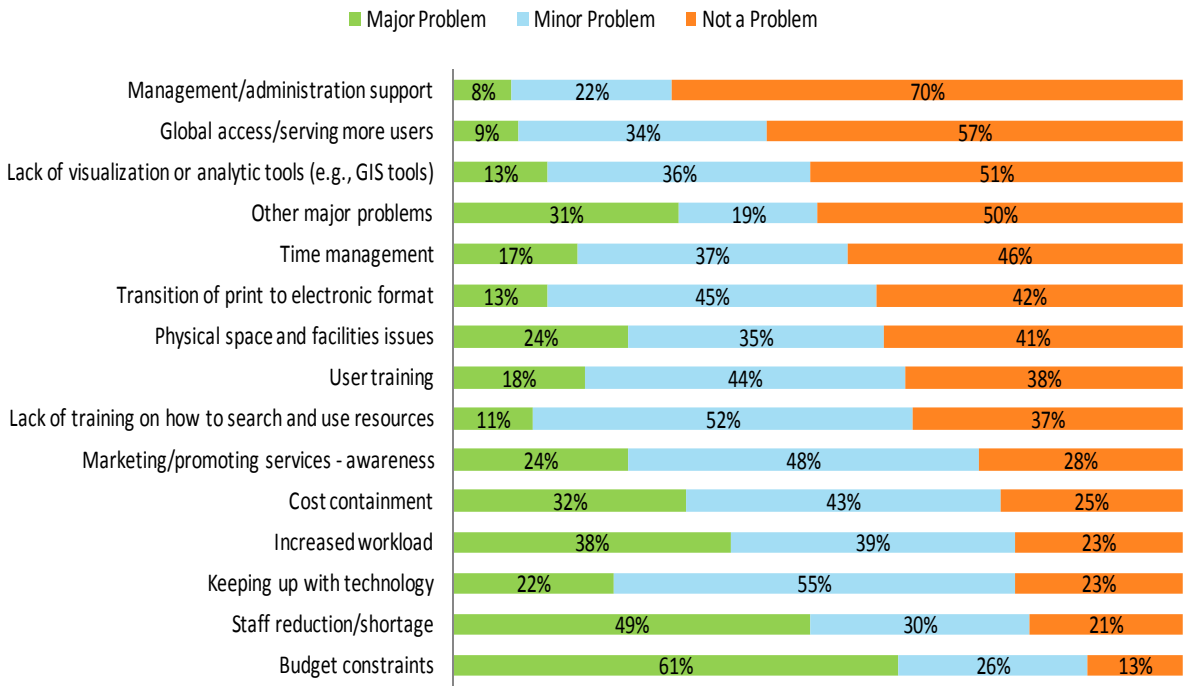
Federal libraries segment

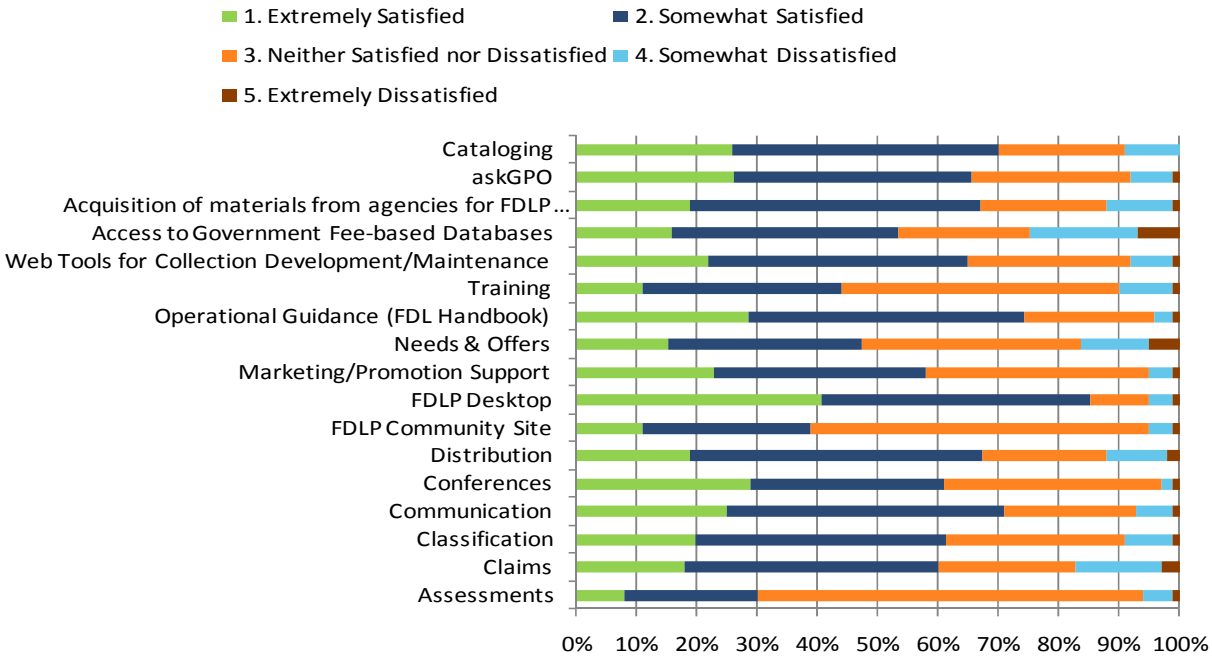




- 38 Federal libraries responded, comprised primarily of agency libraries and then court libraries. Potential number of users (median): 5,500; actual users (median): 2,500.
- Approaching 50% of respondents identified 100-700 users of depository services. Across all respondents, median number of depository services users: 500.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also identified Marketing/promoting services and Keeping up with technology as either a Major or Minor Problem. 50% of respondents identified 'Other Major Problems' - with no greater information, GPO should probe this issue farther.
- Reference desk, Electronic access to documents, Managing a physical library/collection, Providing training on searching and use, and Content evaluation and/or purchasing were cited by 90+% of respondents.
- Almost 35% of respondents do not measure library performance with regard to depository services. Those that do primarily use quantitative and qualitative needs assessments.
- Approximately 90% of respondents identified access to depository materials as the most important FDLP services. Fewer than half identified any other services as 'most important' with Cataloging to National Standards and FDLP Desktop leading the list.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (66%). More than half of all respondents also identified the addition of online historical coverage of GPO/Fedsys titles as a needed service.
- 90+% of respondents cited Knowledgeable library staff, Routine cataloging, and Display of the FDLP emblem as methods for making all formats of depository publications visible to the public.
- Only 24% of respondents identified no barriers for access to depository materials. For those who did cite barriers, security guards and limited public access were the greatest factors.
- Respondents expressed the greatest levels of overall satisfaction with Cataloging, FDLP Desktop, and AskGPO with the latter two also receiving the most "Extremely Satisfied" scores.
- 50% of respondents identified an interest in receiving digital files on deposit. While approximately 60% had discussed this interest with their Director, fewer than half felt they had Administrative Support.
- Only 8% of respondents are considering whether to remain within FDLP.

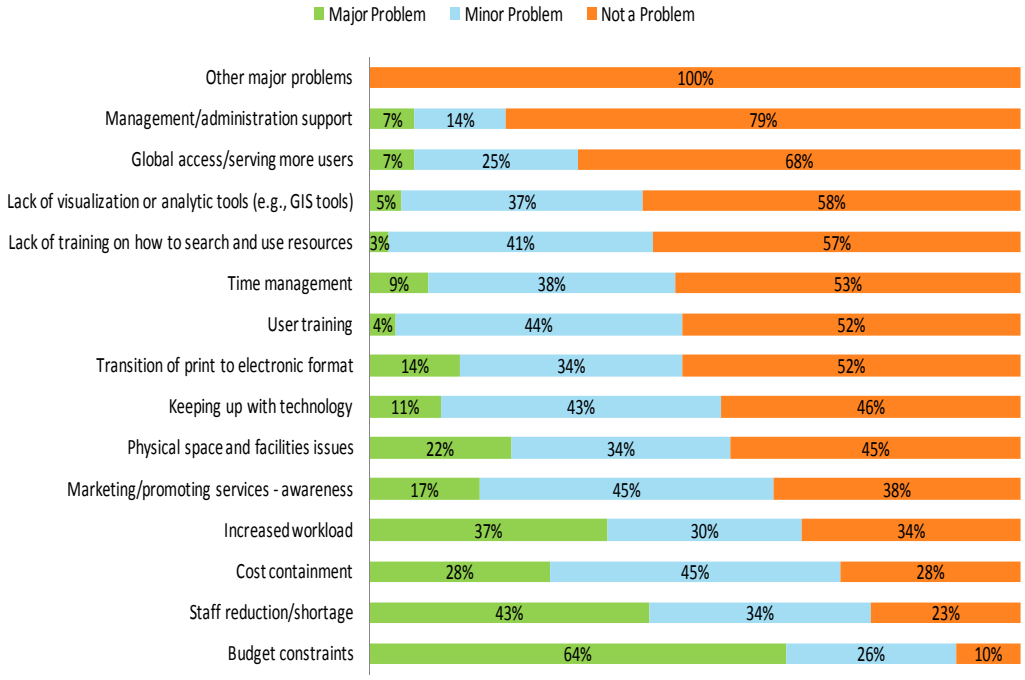
Public libraries segment

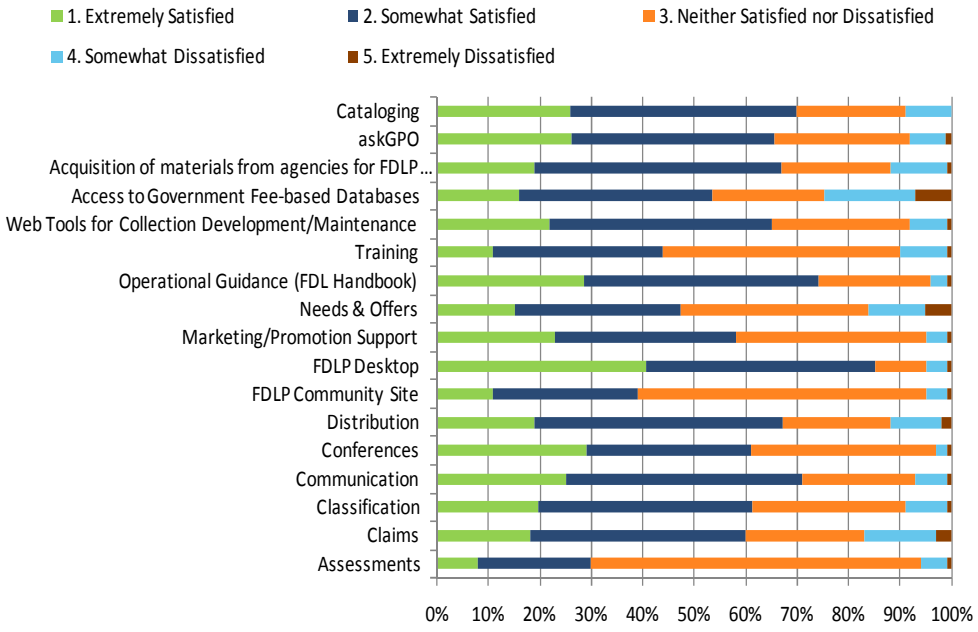




- 191 Public Libraries responded, with municipal libraries accounting for the greatest sub-segment. Potential number of users (median): 477,000; actual users (median): 114,000.
- Approaching 50% of respondents identified the user base for depository services as 10,000+. Across all respondents, median number of depository services users: 10,000.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also cited the lack of training to search/use resources and time management.
- Almost all respondents (90+%) identified core services and content management activities: Reference desk, Electronic access to documents, and Managing a physical library/collection were cited by 90+% respondents.
- Almost 60% respondents do not measure library performance with regard to depository services. Those that do primarily use qualitative and quantitative needs assessments.
- Almost all respondents (91%) identified access to depository materials as the most important FDLP services. Unlike other segments' responses which also highlighted the importance of services such as FDLP Desktop, Persistent identifier capability in cataloging records to full text, and Free access to Government fee-based databases, Public library respondents specifically also cited User access tools and Collections development/management.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (55%). More than in any other segment, Item selection flexibility (by subject, geography, and collection) was highlighted as a needed service/resource, as was the desire for classification of publications by the Dewey Decimal system.
- Approximately 90% respondents cited Routine cataloging, Display of the FDLP emblem, and Knowledgeable library staff as methods for making all formats of depository publications visible to the public. More than half of all respondents also highlighted FDL status or resources on library websites.
- 32% of respondents identified no barriers for access to depository materials. For those who did cite barriers, filtering/blocking software on public access computers, online authentication to public access computers, and the difficulty of accessing the collection within the library were prominent concerns.
- Respondents expressed the greatest levels of satisfaction with FDLP Desktop, the FDL Handbook, Conferences, askGPO, Cataloging, Communication, Web Tools, Classification, Distribution, and Acquisition of Agency Materials. The greatest levels of dissatisfaction were with Access to Government Fee-based Databases and Needs and Offers.
- Approximately 30% of respondents identified an interested in receiving digital files on deposit. While more than 50% had discussed this interest with their Director, 30% felt they did not have Administrative Support.
- 2% of respondents are not continuing with FDLP, and 9% respondents are considering whether to remain within FDLP.

State libraries segment





- 74 State libraries responded, with general state libraries accounting for the majority of responses.
- More than 50% of respondents identified users of depository services as 1,000 or fewer. Across all respondents, median number of depository services users was, in fact, 1,000.
- Respondents identified budget, workload, staffing, space/facilities management and cost-containment as leading (and clearly inter-related) concerns. More than half of respondents also identified Marketing/promoting services and Keeping up with technology as either a Major or Minor Problem. While not at 50%, a higher number of respondents (48%) cited the Transition from Print to Electronic as a problem.
- 90% or more of the respondents identified core services and content management activities: Reference desk, Electronic access to documents, and Managing a physical library/collection.
- Almost 70% of respondents do not measure library performance with regard to depository services. Those that do primarily use qualitative needs assessment and quantitative user satisfaction studies.
- More than 90% of respondents identified access to depository materials as the most important FDLP services. Approximately 50% also identified: FDLP Desktop, Cataloging to national standards, and Free access to Government fee-based databases.
- A digitized collection of FDLP historical materials led responses as the desired service/resource not currently available (70%). Half of all respondents also identified the addition of pre-1976 cataloging records to OCLC and online historical coverage of GPO/Fedsys titles followed, albeit with less demand (50-51%).
- Routine cataloging was cited by almost all respondents (97%) as a method for making all formats of depository publications visible to the public. Display of the FDLP emblem, and Knowledgeable library staff were also highly used.
- While only 18% of respondents identified no barriers for access to depository materials, it should be noted that 46% of respondents indicated they were not open to the general public. For those who did cite barriers, the difficulty of accessing the collection within the library and computer/online access issues were prominent concerns.
- Respondents expressed the greatest levels of satisfaction with FDLP Desktop and the FDL Handbook. The greatest levels of dissatisfaction were with Access to Government Fee-based Databases and Claims.
- Almost 30% of respondents identified an interested in receiving digital files on deposit. While more than 65% had discussed this interest with their Director, approximately 25% felt they did not have Administrative Support.
- 7% of respondents are considering whether to remain within FDLP.

APPENDIX: Web Survey

OUTSELL

2009 Biennial Survey of Federal Depository Libraries & Library Needs Assessment
October 15, 2009 – FINAL

This survey is to be filled out by ALL Federal depository libraries. It is through this mechanism that depositories fulfill their legal obligation to "report to the Superintendent of Documents at least every two years concerning their condition" (44 USC §1909).

This year's survey is different from past surveys. In addition to the Biennial Survey, you'll note this is also a needs assessment. Library Services and Content Management wants to learn "how well we are doing" and "what we need to do next". This entire survey will take about 15 minutes. The survey will end November 30, 2009.

NOTE: To obtain a copy of your survey responses for your records you must print the questionnaire and fill it out with the answers you will submit online and review it with your director. In order to have verification that your survey was submitted, print the last page of the survey that states, "Those are all of our questions."

For any questions related to the interpretation of the questions please use askGPO. (http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php)
For any technical questions about the survey please send questions to sking@outsellinc.com

1 Which of the following best describes your library type? *Please select only one*

Academic:
Doctoral or master's college/university library
4-year college library
Community college library
Law school library
Engineering or technical school library
Service academy library
Tribal college/university library
Other specialized college or university library

Federal Government:
Agency library
Court library
National library

State Government:
Agency library
Highest Court library
Other State Court library
State library

Local Government:
County or city government library
Other government library

Public:
Municipal public library
City/county public library
City/county public law library
County or parish public library
Multijurisdictional public library
School district
Other public library

Special:
Commercial
Non-profit

Other, please specify: _____

2 What is your best estimate of the approximate number of potential users (those in your area who would likely benefit from your services) and the approximate number of actual users that your library supports?

2a Of those actual users, approximately how many of them represent your user base for depository services and how many represent your user base for other library services? *Since these numbers may overlap, they do NOT need to add to the total number of actual users in Q2.*

Number of Depository Services users
Number of Other Library Services users

3 What are the key subject categories that your patrons use most regularly? *Please select all that apply*

Business & Economy (industry, construction, economic development, employment, financial, labor, small business, taxes, U.S. Budget)

Computers & Internet (computer security, ID theft, online privacy, web accessibility)

Defense & Military (armed forces, arms control, homeland security, intelligence, terrorism)

Education (elementary, secondary, high school, debate topic, student financial aid, teaching)

Environment (air pollution, wildlife, animals, conservation, earth science, global impact, weather)

Health & Safety (aging, disease, child welfare, disabilities, health care, social welfare, substance abuse, vital & health statistics)

History (American Revolution, Civil War, Great Depression, Gulf War, Korean War, Vietnam War, World War I & II)

International (Foreign nations, diplomacy, trade)

People & Cultures (art & music, genealogy, languages, religion)

Politics & Law (citizenship, civil rights, Congress, copyright, criminal justice, human rights, immigration, intellectual property, elections)

Recreation & Travel (home and garden, travel warnings, foreign and domestic travel)

Reference (geography, maps, atlases)

Science & Technology (aviation, biology, energy, biofuels, mining, nuclear power, physics, robotics, scientific research, space, telecommunications)

Census, demographics, urban planning

Other, please specify: _____

4 In general, to what extent do you consider the following factors to be problems or challenges to providing information and services? *Please select one response (Major Problem, Minor Problem, Not a Problem, Don't Know) on each row*

Budget constraints
Staff reduction/shortage
Lack of training on how to search and use resources
Transition of print to electronic format
Global access/serving more users
Lack of visualization or analytic tools (e.g., GIS tools)
Keeping up with technology
Cost containment
Marketing/promoting services – awareness
Physical space and facilities issues
User training
Increased workload
Management/administration support
Time management
Other major problems, please specify: _____

5 Please indicate which of the following services and content management activities that you provide to your patrons. *Please select all that apply*

Analysis/synthesis of information/Data mining and reporting

Reference desk/Help desk (physical) – quick answers

Virtual reference assistance (e.g., IM, web-form, Twitter)

Consulting services – advising, providing guidance

Content evaluation and/or purchasing (e.g., journals, online services, books, etc.)

Content integration into other documents or processes

Current awareness/Alerting services

Customized information products/packages (e.g., newsletters, briefings, etc.)

Document delivery/ordering services

Providing electronic access to documents

Locating subject matter experts

Managing physical library and print collections

Conducting primary research

Conducting secondary research

Providing training on searching and effective use of information resources

Collaborative workspace, in the library

Collaborative workspace, online

Workshops conducted at the library
Workshops conducted at off-site locations
Web site management

Other, please specify:
_____

6 Which of the following tools, methods, or applications do you incorporate into managing or delivering information? *Please select all that apply*

Audio blogs
Blogs
Collaboration
Communities of practice
E-mail alerts
Web site postings
Mash-ups
PDAs, mobile devices
Podcasts
RSS feeds
Social bookmarking/Tagging/Folksonomies
Social networking
Telepresence
Videocasting
Virtual worlds (e.g., Second Life or Active Worlds – interactive 3D software that simulates human experience)
Vlogs (blogs that contain video content)
Web conferencing
Wikis
Fax
Scan on demand (paper information products)
Scan on demand (microfiche/microfilm)
Microfiche duplication
Other, specify: _____
None of the above

7 Which of the following types of studies, if any, do you utilize to measure your library's performance with regard to depository services and usage? *Please select all that apply*

Quantitative user needs assessments
Qualitative studies on user needs (e.g., personal interviews, discussion groups, advisory boards, etc.)
Formal evaluation of product/service portfolio
Formal quantitative studies on user satisfaction
Formal quantitative studies on value/ROI(return on investment)/outcomes of services
Benchmarking studies
Other, please specify: _____
None of the above

8 Which of the following performance metrics, if any, do you measure related to your library's content collection usage? *Please select all that apply*

Comprehensiveness of coverage
Variety of delivery media options
Customer satisfaction
Ease of access
Ease of use
Timeliness of collection (both current and historical)
Overall quality
Other, specify: _____
None of the above

9 What are the most important services provided by the FDLP to your library? *Please select up to five*

Access to depository materials
askGPO
Authentication (digitally signing) publications on GPO Access/FDsys
Cataloging to national standards
Collection development and management tools
Conferences
FDL Handbook
FDLP community site
FDLP Desktop
Free access to Government fee-based databases
Marketing/promotional materials
OPAL (interactive Web-based education)
Persistent identifier capability in cataloging records to full text (MARC 856)
Training
User access tools (Browse Topics, Catalog of U.S. Government Publications)
Other, please specify: _____

9a Now please indicate the least important services provided by the FDLP to your library? *Please select up to five*

Access to depository materials
askGPO
Authentication (digitally signing) publications on GPO Access/FDsys
Cataloging to national standards
Collection development and management tools
Conferences
FDL Handbook
FDLP community site
FDLP Desktop
Free access to Government fee-based databases
Marketing/promotional materials
OPAL (interactive Web-based education)
Persistent identifier capability in cataloging records to full text (MARC 856)
Training
User access tools (Browse Topics, Catalog of U.S. Government Publications)
Other, please specify: _____

10 What services and/or resources do you need from the FDLP that you currently do not have? *Please select all that apply*

Add pre-1976 cataloging records to OCLC
Classify publications using the LC Classification System
Classify publications using the Dewey Decimal Classification System
Deposit of digital files
Digitized historical collection of FDLP publications
Federated search capability with the Catalog of U.S. Government Publications
Item selection flexibility based on recommendations for size of library
Item selection flexibility based on subject
Item selection flexibility based on geography
Item selection flexibility based on collection (e.g., one item number for the Basic Collection, Essential Titles, etc.)
Online historical coverage of GPO Access/FDsys titles
Print on demand
Other, please specify: _____
Other, please specify: _____

11 Please indicate your level of satisfaction with FDLP services? *Please select one response (Extremely Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, Extremely Dissatisfied, N/A) on each row*

Access to Government Fee-based Databases
Acquisition of materials from agencies for FDLP distribution/dissemination
askGPO
Assessments
Cataloging
Claims
Classification
Communication
Conferences
Distribution
FDLP Community site
FDLP Desktop
Marketing/ Promotion Support
Needs & Offers
Operational Guidance (FDL Handbook)
Training
Web Tools for Collection Development/Maintenance

Biennial Survey Questions:

12 Does your library plan to remain in the FDLP?

Yes
No
Reconsidering at this point in time

12a FOR REGIONALS ONLY: Are you considering changing your designation from regional to selective?

Yes

No
Not Applicable (not a Regional)

13 How many physical or tangible publications are in your library or library system other than government documents? *Include material in cataloged and uncataloged collections under the purview of your library director.*

Less than 10,000
More than 10,000

13a How many total volumes in your library or library system? *Include material in all cataloged and uncataloged collections under the purview of your library director.*

14 May any member of the general public access and use Federal government information resources in all formats at your library?

Yes
No
Don't know

15 Does the library provide reference service for the general public?

Yes
No

16 Do you find that depository staffing is adequate to fulfill basic depository responsibilities?
Yes
No

17 How does the library make the depository publications in all formats visible to the public? *Please select all that apply*

Routine cataloging of depository materials
Other publicly accessible bibliographic tool
Library Web pages indicate the library is a depository or center for U.S. Government publication collections and expertise
Library Web pages highlight U.S. Government information resources
Library has the FDLP emblem posted on or near building entrances
Library staff are knowledgeable of U.S. Government information resources and use them to answer reference questions
Active promotional activities
Comprehensive cataloging of publications in remote storage or closed stacks
Other, please specify: _____

18 Please indicate if you provide piece level records for the following types of tangible materials received within the past five years. *Please select all that apply*

Pamphlets
Maps
Microfiche
CD-ROMs
DVD-ROMs
Floppy disks

Books
Serials
Visual materials
Mixed materials
Posters
Integrating resources
Other, please specify: _____

18a Do you include records in your catalog for the following types of online materials disseminated through the FDLP? *Please select all that apply*

Pamphlets
Maps
Books
Serials
Integrating resources
Databases or data sets
Other, please specify: _____

18b Please answer the following questions related to receiving deposit digital files of online publications:

	Yes	No
Are you interested in receiving digital files on deposit?		
Have you discussed this with your library director/dean?		
Is there administrative support for receiving digital files on deposit?		

19 Are depository discards regularly processed in conformance with GPO instructions found in the Federal Depository Library Handbook and regional guidelines or state plans, if applicable?

Yes
No
My library does not regularly discard depository publications, but we follow the rules when we do so
Don't know

20 Are there any barriers to depository resources (tangible and electronic) for the public? *Please select all that apply and then describe existing work-arounds where applicable*

Difficult access into the building (i.e., lack of or inadequate ramp, handicapped doors, no elevator to get into the building)
Difficult access to depository collection with the library (i.e., no elevator to documents collections, entrances or stack aisles are too narrow for wheelchair access, shelving is unstable, stacks are closed or too high to reach)
Computer equipment that does not accommodate persons with disabilities
Patron authentication on public access computers
Filtering or blocking software on public access computers
Not open to the general public (i.e., closed nights or weekends, during exam weeks, not open year round)
Age restrictions to depository collections (including online depository resources)
Security guards restrict entry
Signage in public service areas indicates barriers to access with no direction to overcome barriers
Restricted usage policies or instructions displayed on library Web pages or played on library telephone messages

Restricted admittance or institutional identification requirements for building access
Special items from the collection on reserve, in special collections, or in remote storage and not available to all patrons
Other, please explain briefly: _____
No barriers exist

21 Are there any additional comments you'd like to share regarding your needs from the FDLP?

22 Please provide the following information below:

Depository Library # (e.g., 0064D)
Survey Completed by:
Did you share your survey responses with your library directory/dean?

Those are all of our questions. Thank you for submitting the Biennial Survey/Needs Assessment.
Please print, or otherwise capture, this page so you have confirmation that your survey was submitted.
Click on the exit button below to leave the survey.

APPENDIX: Detailed Segment Analysis

The following sections provide both aggregated results from the Needs Assessment/Biennial Survey and individual segment results for Academic, Federal, State, and Public Libraries.

The information, analysis, and opinions (the "Content") contained herein are based on the qualitative and quantitative research methods of Outsell, Inc. and its staff's extensive professional expertise in the industry. Outsell has used its best efforts and judgment in the compilation and presentation of the Content and to ensure to the best of its ability that the Content is accurate as of the date published. However, the industry information covered by this report is subject to rapid change. Outsell makes no representations or warranties, express or implied, concerning or relating to the accuracy of the Content in this report and Outsell assumes no liability related to claims concerning the Content of this report.

For more information:
info@outsellinc.com
www.outsellinc.com

Call +1 650.342.6060
Fax +1 650.342.7135
330 Primrose Road, Suite 510
Burlingame, California 94010

Call +44 (0)20 8090 6590
Fax +44 (0)20 7031 8101
25 Floral Street
London WC2E 9DS