Depository Library Needs Assessment/Benchmark

For the US Government Printing Office

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Prepared for:

Library Services and Content Management

David J Powell
Director & Senior Consultant
dpowell@outsellinc.com

Mukta Ohri
Director | Custom Research Services
mohri@outsellinc.com

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Background

- The Federal Depository Library Program, FDLP, consists of a diverse grouping of almost 1,300 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, the 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. The GPO's PAA program also has an educational and customer relations aspect, with the 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. r

- Over the past year, Outsell has worked closely with the GPO to better understand that led to the identification of 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 client relations program.

- This report presents the findings from that survey, both on an overall basis and with detailed analysis by type of library.

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.

- **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 client relations program.

- **Presentation**. In addition to the written report, Outsell will attend an on-site meeting to present the project and facilitate a discussion with the goal of identifying the group's "center of gravity" on reactions and thoughts about the outcomes and strategy. During this meeting Outsell will debrief and discuss the key findings and recommendations in a combination of facilitated discussion, and brainstorming actions for inclusion in the customer relations plan.

Executive Summary | In Outsell's opinion:

- **Summary of conclusions**
- **Recommendations**

General and Demographic

- The 2010 Survey succeeded in obtaining valid responses from 1,127 of the almost 1,300 FDLP libraries. In considering the figures derived from the survey, it is essential always to keep in mind both the numbers of libraries in these segments as a whole and the sizes of the populations that they serve.
- On an overall basis, Outsell does recommend that GPO consider investigating the Public Library segment further to gain greater understanding of the needs and concerns as relates 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 within State Government - Small number of responses insufficient for separate segmental analysis		
Special Libraries	5	Small number of responses insufficient for segmental analysis		

Source: 2009 Biennial Survey of Federal Depository Libraries & Library Needs Assessment (2009)

Problems and Challenges

Highlights from survey results

- Overall, respondents indicated that the FDLP was 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.
  - Budget constraints
  - Staffing
  - Workload
  - Space
  - Cost containment

- 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 ones.

- 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 than 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.
- 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.
- 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 who do not capture performance metrics or perceptions for depository services and usage poses the potential for libraries to not fully 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 a "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

- Only 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 respondents were the FDLP desktop and Free access to government fee-based databases.
  - 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-1956 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.

- 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 carefully currently available, in particular the three most requested, viz: Digitized historical collection of FDLP publications, Addition of pre-1956 cataloging records to OCLC, and Online historical coverage of GPO Access/FDsys titles.

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

Satisfaction with FDLP services

Highlights from survey results

- Generally, satisfaction with FDLP services was high, with at least 60 per cent of respondents at least satisfied with the majority of FDLP services and dissatisfaction at 15 per cent or lower in all but one instance.

- Further analysis of six areas where dissatisfaction was 10 per cent or more showed dissatisfaction to be well spread across library segments and sizes
  - Highest levels of dissatisfaction amongst State & Local Government, and Academic Libraries, both of which serve large numbers of users, with some amongst Public Libraries.
  - Areas of dissatisfaction:
    - *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 extend 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.

Selected Highlights from the Biennial Survey

FDLP and General Satisfaction

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

Recommendations

•GPO 's Client Relations program should encompass specific resources and procedures to engage with libraries planning to leave the program, and have a process for identifying "at risk" libraries, including:

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

• "pattern recognition" processes to proactively identify libraries who may face prohibitive costs or challenges

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

Selected Highlights from the Biennial Survey

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, whilst public libraries evidently had concerns about use of public access computers.

Recommendations

- *As the number of interested libraries increases, GP must pursue plans to implement the 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 with a view to establishing 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.*

Profile of the user base:

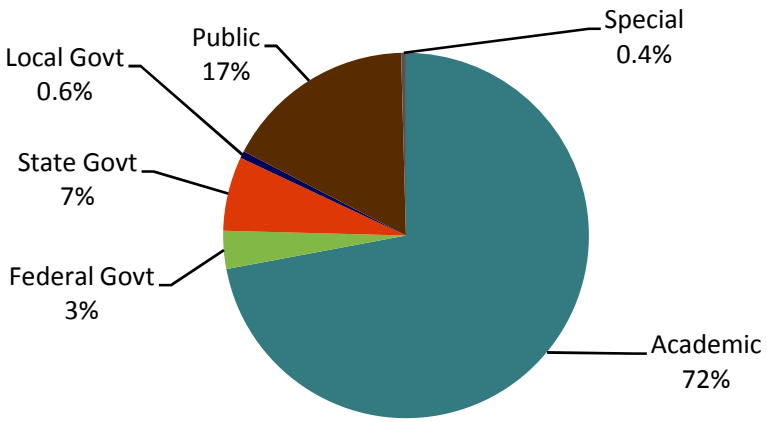
- Characterization of the sample
- Potential and actual users
- Services used and subject categories consulted

Characterization of the sample

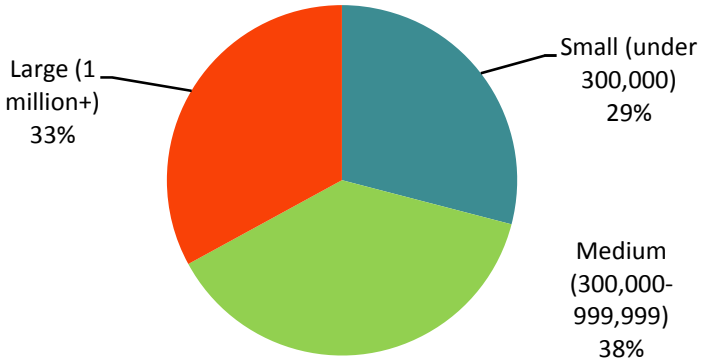
- Total of 1,127 valid responses received
- Largest segment by far was Academic (812 responses), followed by Public (191)
- Local Government responses (7) combined with State Government (74) for the purpose of detailed analysis
- Federal library responses (38) constituted the smallest segment susceptible of analysis
- Insufficient responses for detailed analysis in Special (5) category
- Evenly balanced sample on the basis of library size (1,002 responses)

Source: Q1. Which of the following best describes your library type? Q2. 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?

Respondents by library type

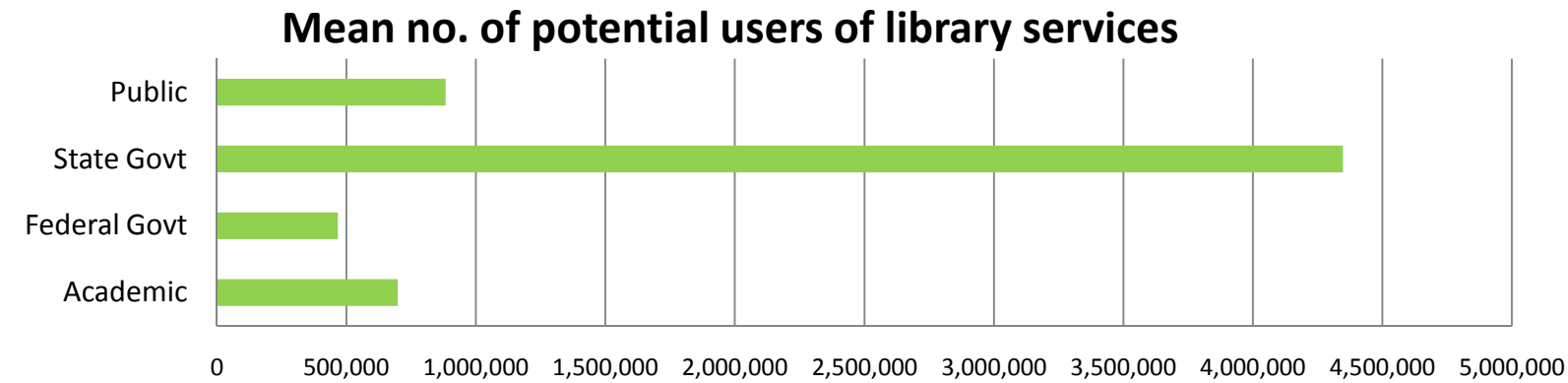


Respondents by library size



Potential user base served by libraries

- Potential user base varies according to type of library
- Academic and Public Libraries obviously address well-defined user constituencies related to city/town and institutional membership
- State Government Libraries evidently consider that they have extensive reach
- The relatively small potential base suggested by Federal Government Libraries may perhaps be related to physical location



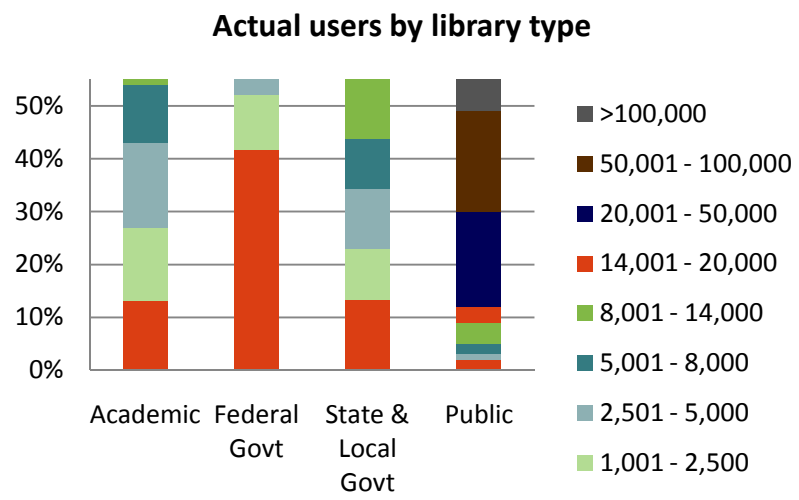
	Academic	Federal Govt	State Govt	Public
Potential users	697,811	466,452	4,347,748	883,155

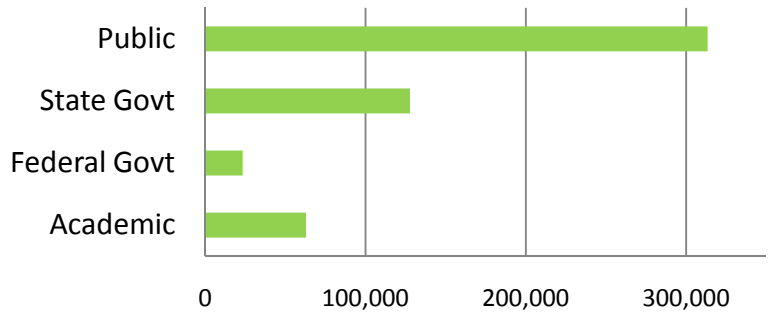
Q2. What is your best estimate of the approximate number of potential users (those in your area who would likely benefit from your services) and the approximate number of actual users that your library supports?

Actual user base served by libraries

- Not surprisingly, Public Libraries have the largest numbers of users and over 50 per cent of them have >1m volumes

- Federal Government Libraries appear to serve the most specialist constituency and over 40 per cent of their libraries fall into the smallest category





	Academic	Federal Govt	State Govt	Public
Actual users	62,815	23,340	127,699	313,516

Q2. 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?

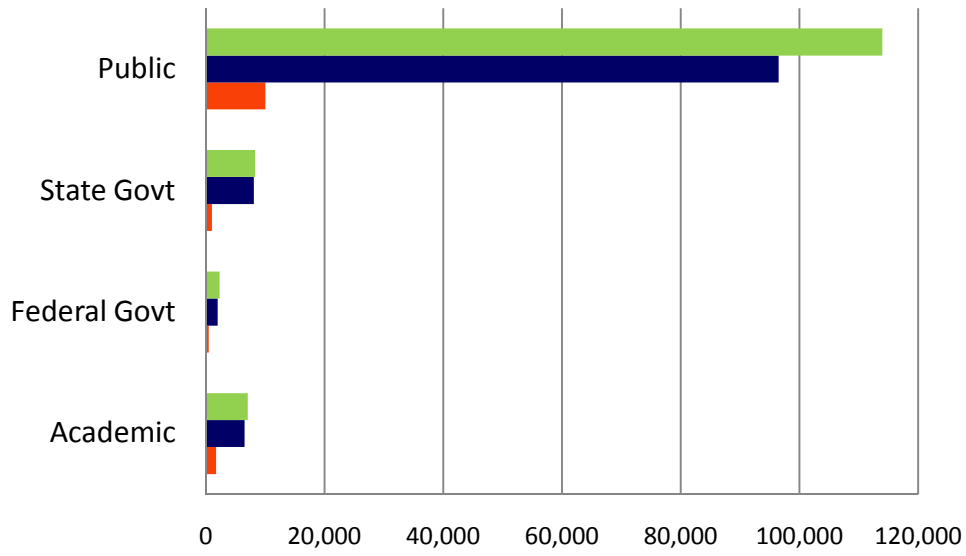
Services used by actual users

- Actual users of depository library services constitute only a small proportion of all library users

- There is no means of judging whether the small proportion results from lack of need or lack of knowledge

Q2a. Of those [INSERT # OF ACTUAL USERS IN Q2] 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?

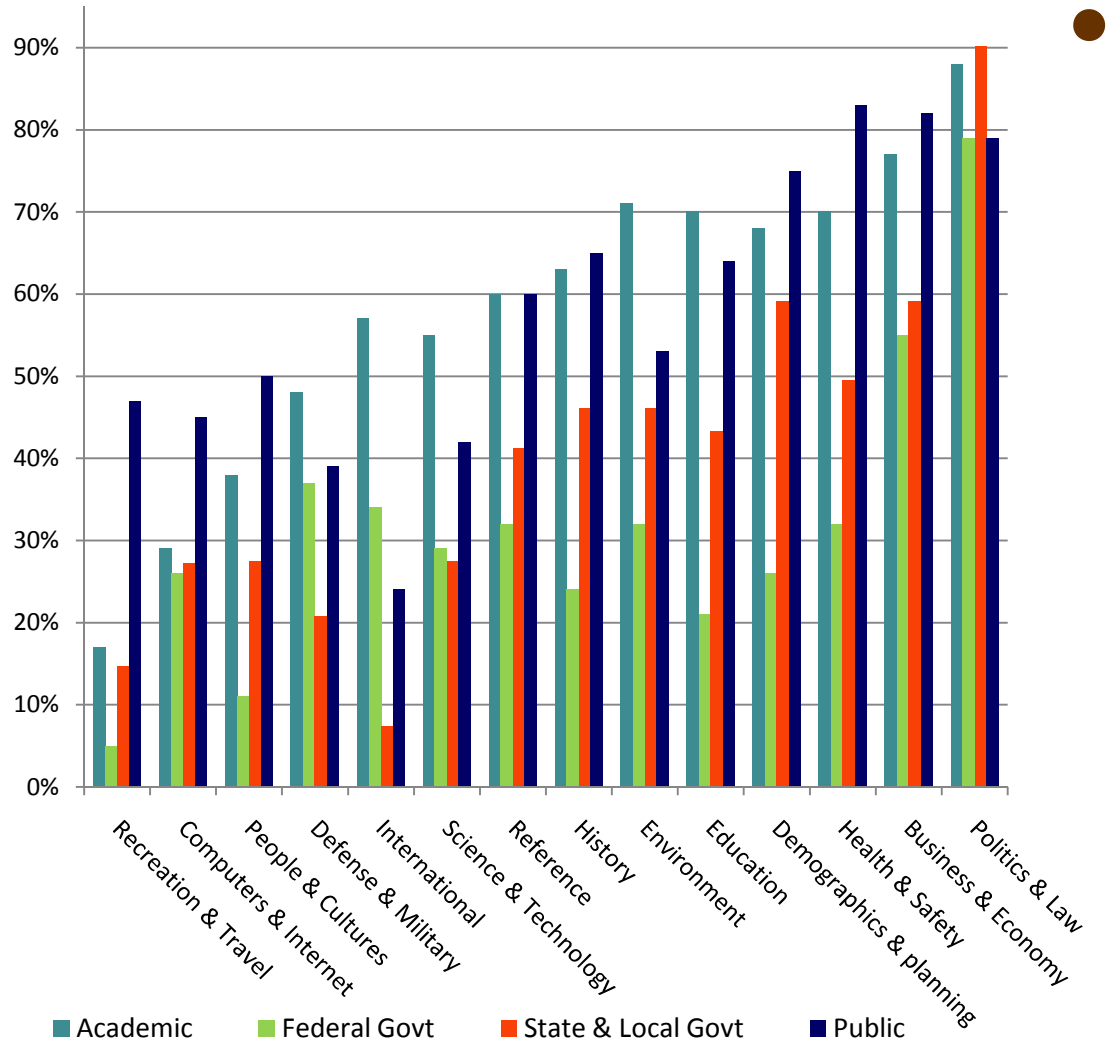
Median no. of users of depository and other services by category



	Academic	Federal Govt	State Govt	Public
Actual users	7,051	2,300	8,300	113,955
Other library services users	6,500	2,000	8,100	96,500
Depository services users	1,739	500	1,000	10,000

Subject categories most consulted by library users

- As regards subjects, library users consult a wide range, focusing especially upon subjects related to government departments and regulatory issues, such as (in descending order):
- Politics & Law,
- Business & Economics,
- Health & Safety,
- Demographics & Planning,
- Education,
- Environment.

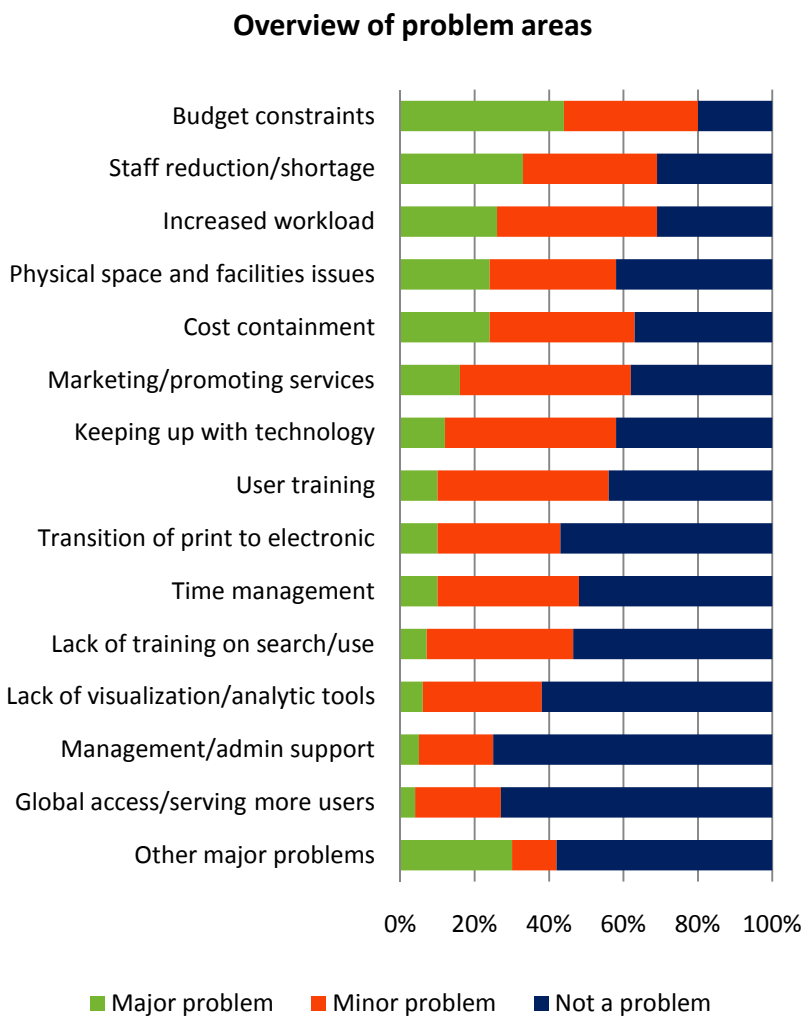


Q3. What are the key subject categories that your patrons use most regularly?

Combined Results: Part I

- **Needs assessment**
- **Performance: How well FDLP is doing**
- **Performance: What FDLP needs to do next**

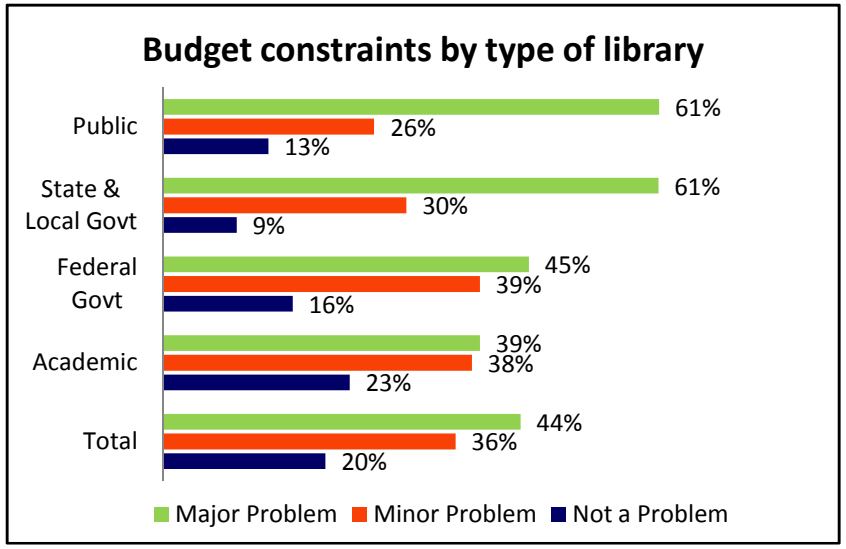
Problems/challenges to providing information and services: Overview

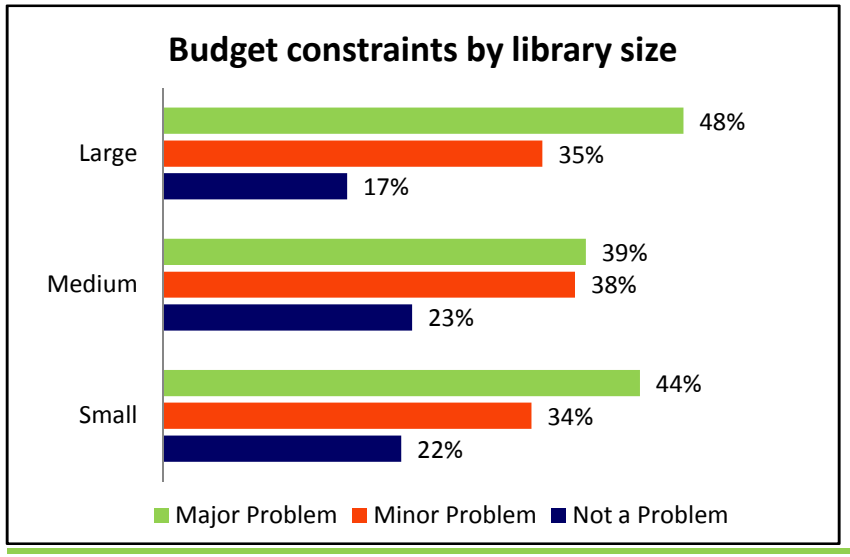


- Overall, the preponderance of red (not a problem) to blue (major problem) in the graphic indicates a situation which is reasonably satisfactory
- Program-specific problems do not appear to be significant
- **Five issues** categorized as **major problems** by over 20 per cent of respondents are not program-specific, and are particularly intractable, being all ultimately financial in nature
- The same five issues are cited as *at least* a minor problem by at least 58 per cent of respondents, and in one case (budget constraints) by 80 per cent
- The incidence of these five issues is investigated further in the following slides

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Problems/challenges to providing information and services: Budget constraints

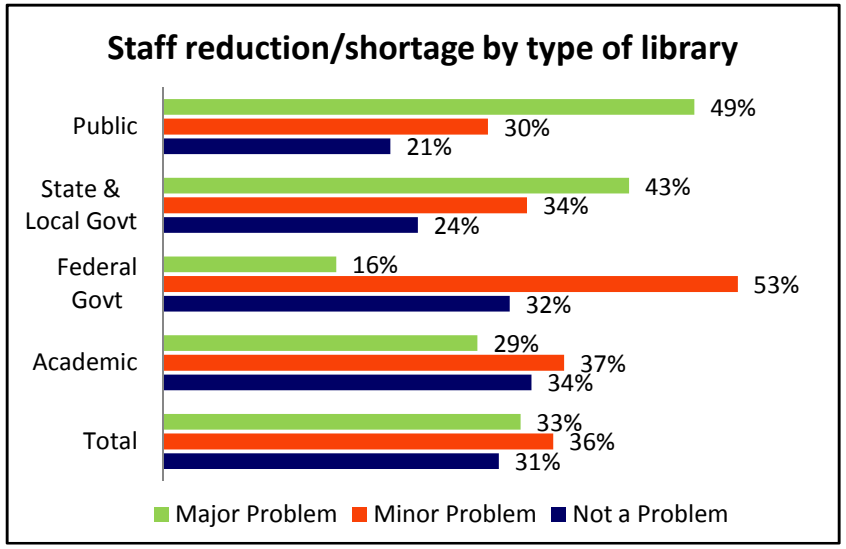


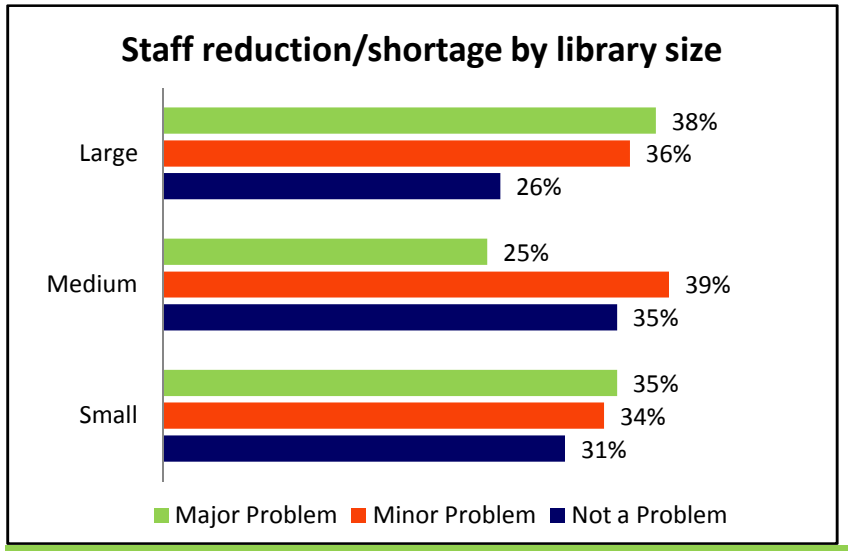


- Public, State and Local Libraries evidently feel the pressure of budget constraints most of all
- Nevertheless, budget issues are wide-spread, since 44 per cent of all respondents saw it as a major problem, and a further 36 saw it as a minor problem
- Only 20 per cent of respondents did not consider budget issues a problem
- The problem is evenly spread, reported as slightly worse than the mean in large libraries, and slightly less in small libraries

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Problems/challenges to providing information and services: Staff reduction/shortage

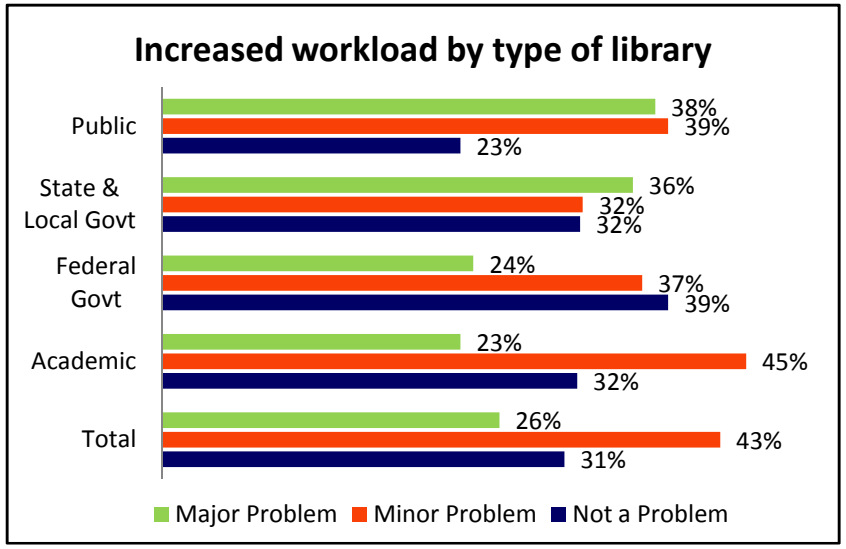


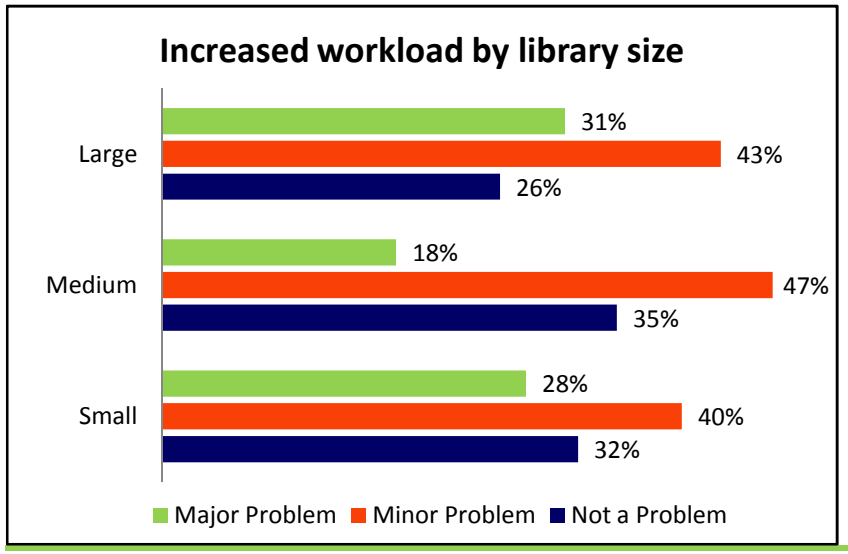


- As with budget constraints, Public, State and Local Libraries reported experiencing staffing problems rather more than others
- At the same time, Federal Libraries reported staffing as something of a problem
- The largest and the smallest libraries appear to be feeling the problem most, whilst for those in the middle the issue is mostly regarded as minor

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Problems/challenges to providing information and services: Increased workload

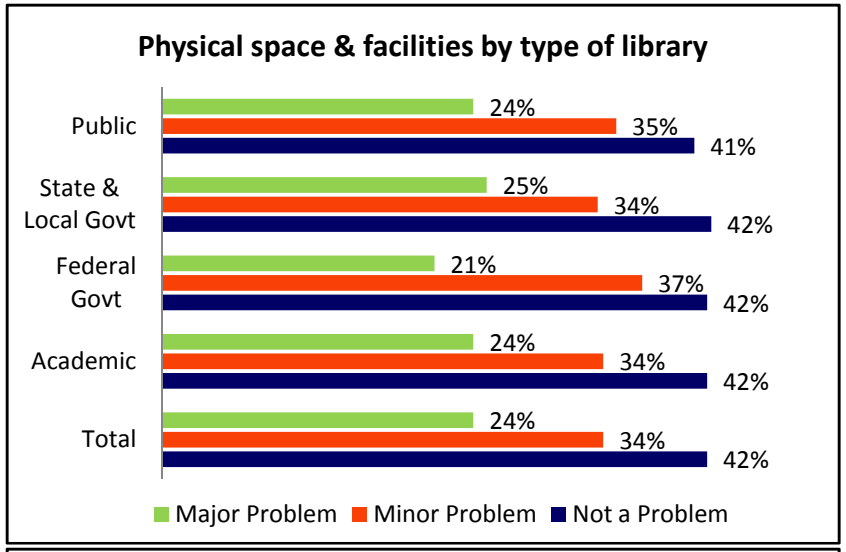


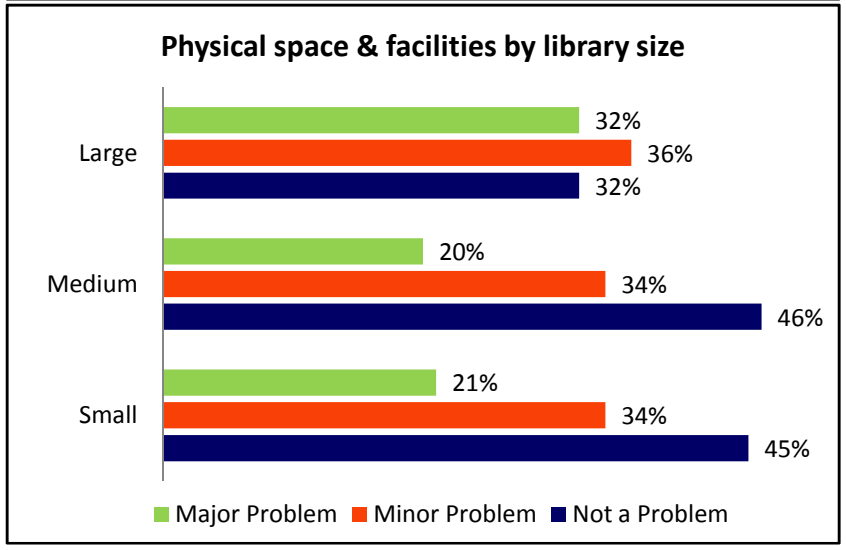


- Once again, it is the Public, State and Local Libraries which see workload as a major problem
- Federal Libraries appear to be best placed in this respect, with 39 per cent considering workload not to be a problem
- Again, it is the largest and smallest libraries which report experiencing this problem more acutely
- Pressure seems least for the medium libraries, where 82 per cent of respondents regarded workload as a minor problem or not a problem

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Problems/challenges to providing information and services: Physical space and facilities

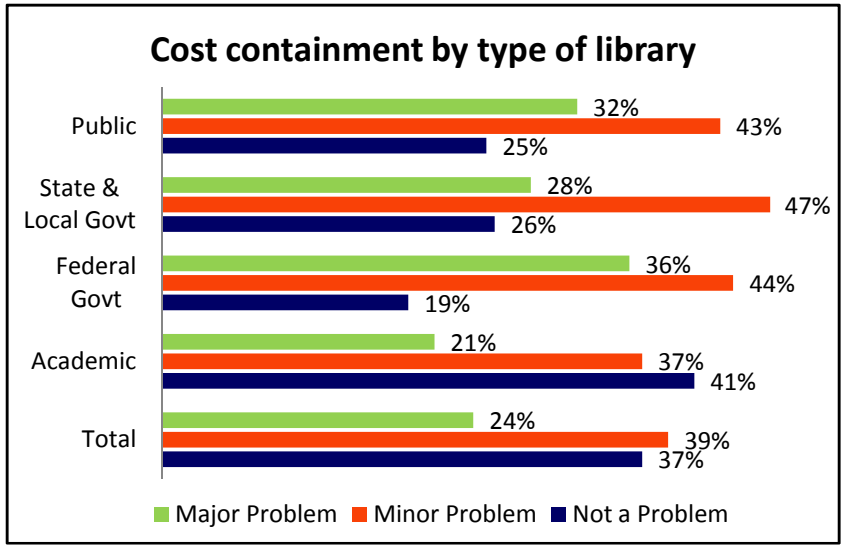


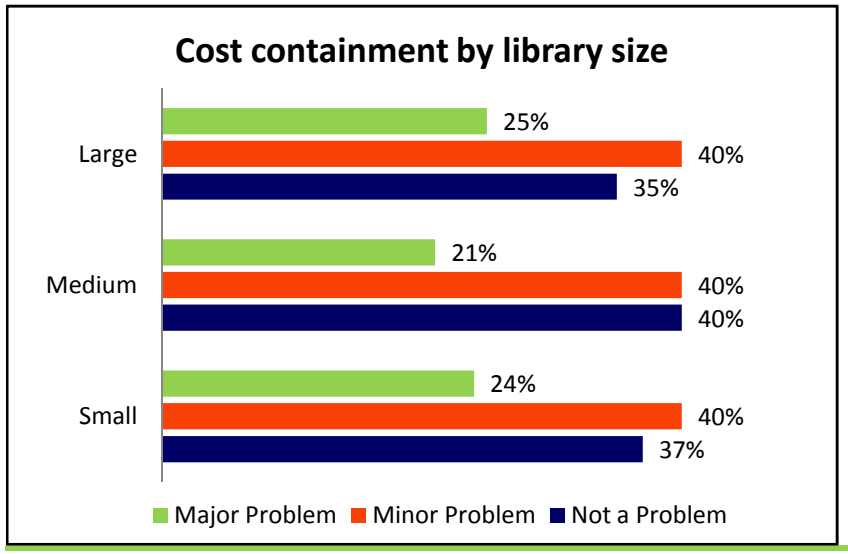


- Space appears not to be viewed as a major problem in general, with 76 per cent of respondents categorizing it as a minor problem or not a problem
- Little differentiation is apparent between library segments
- Examined from the perspective of library size, it is evident that the large libraries are under most pressure from space and facilities
- Small and medium libraries are relatively well placed in this respect

Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Problems/challenges to providing information and services: Cost containment





- Overall, most respondents saw cost containment as at least a minor problem, it being perhaps most acute in the Federal Library segment

- Across libraries of different sizes, little differentiation is apparent, with the medium-sized libraries once again showing some slight advantage in this respect

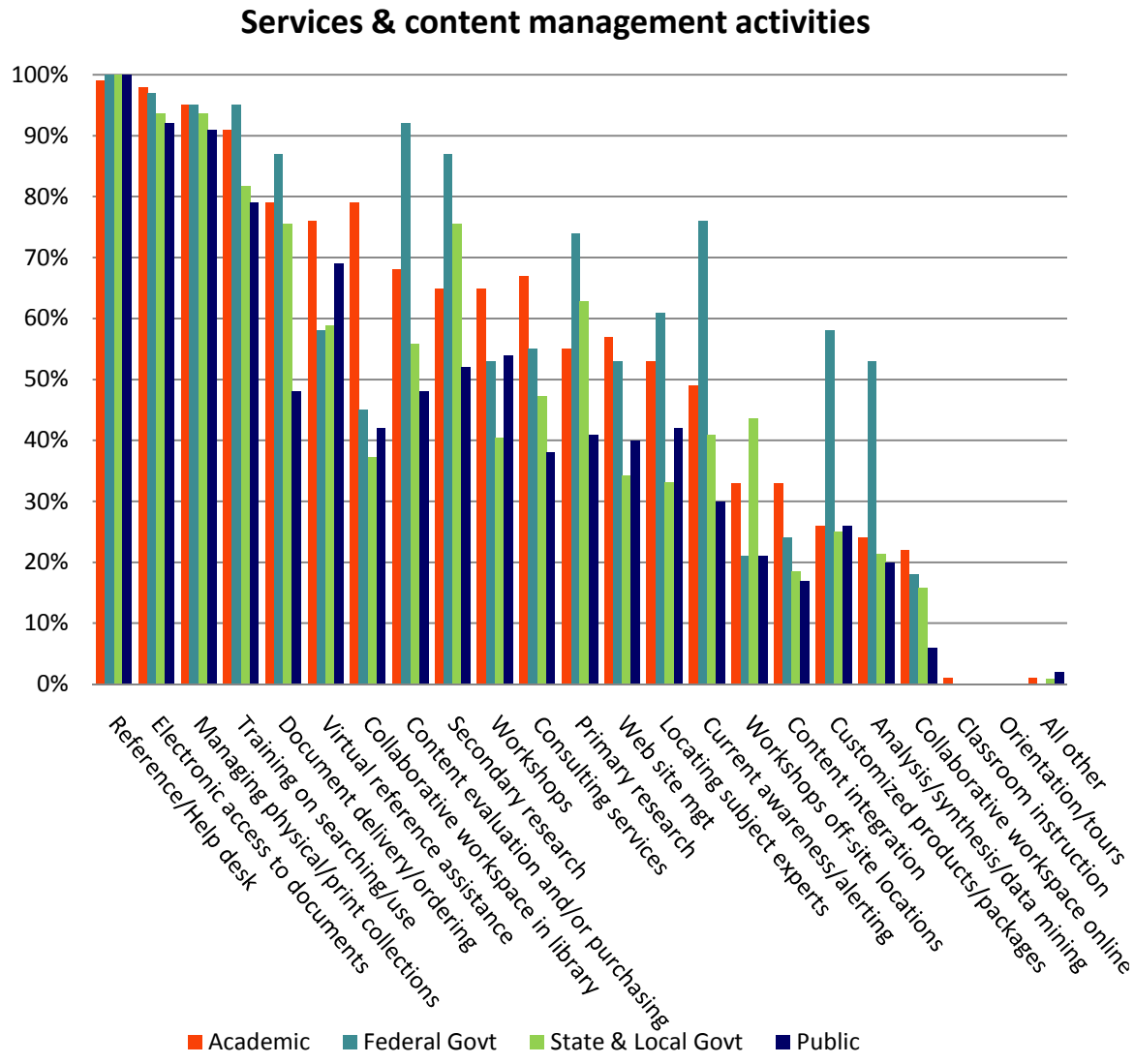
Q4. In general, to what extent do you consider the following factors to be problems or challenges to providing information and services?

Services and content management activities offered by libraries: 1

- The top four services are provided by close to 80 per cent of responding libraries: Reference/Help desk, Electronic access to documents, Managing physical/print collections, and Training

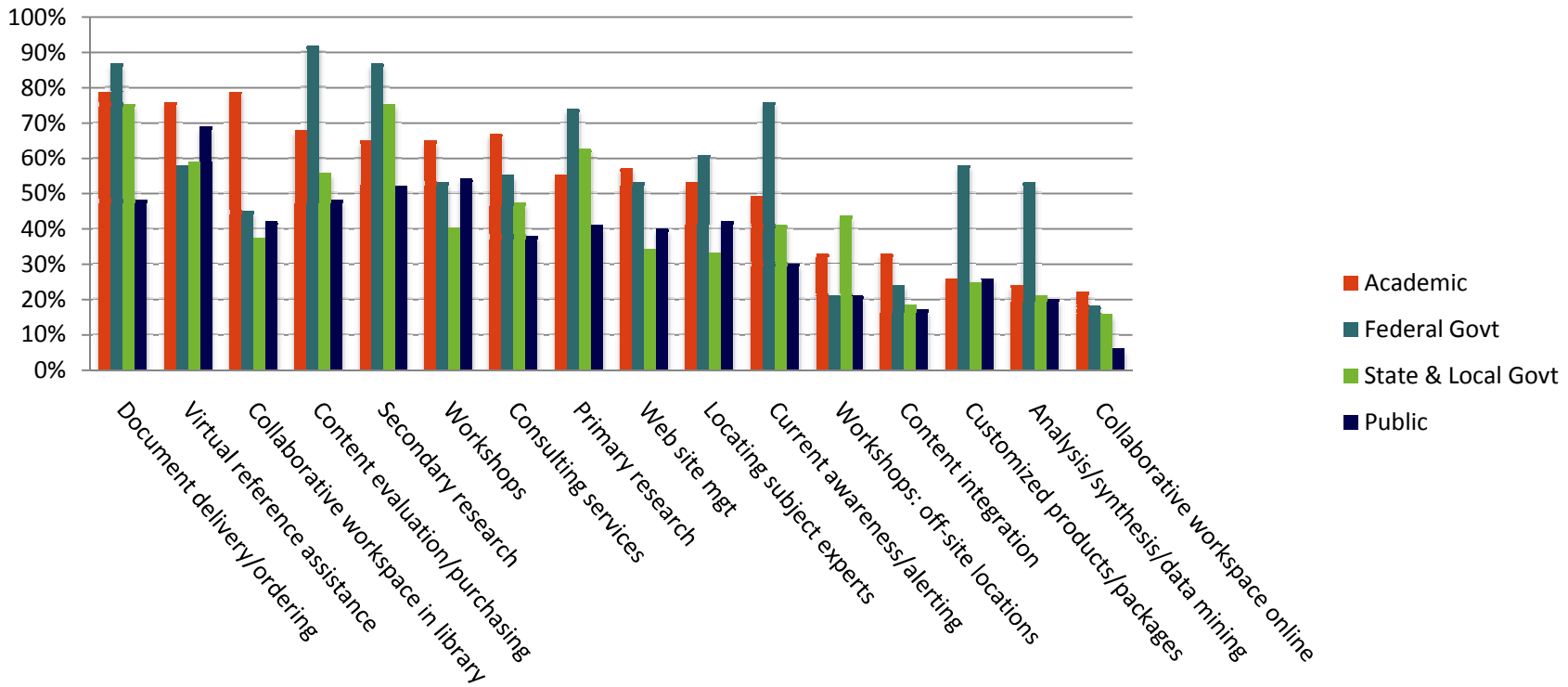
- The bottom three are provided by virtually none of the responding libraries: Orientation, Classroom instruction, Collaborative online workspace

Q5. Please indicate which of the following services and content management activities that you provide to your patrons.



Services and content management activities offered by libraries: 2

- Federal Libraries (of which there are relatively fewer) provide the widest range of the less common services – over 70 per cent of respondents in several instances
- Academic also offer a good range, occasionally better than the Federal Libraries
- Public Libraries tend to offer the smallest range of services

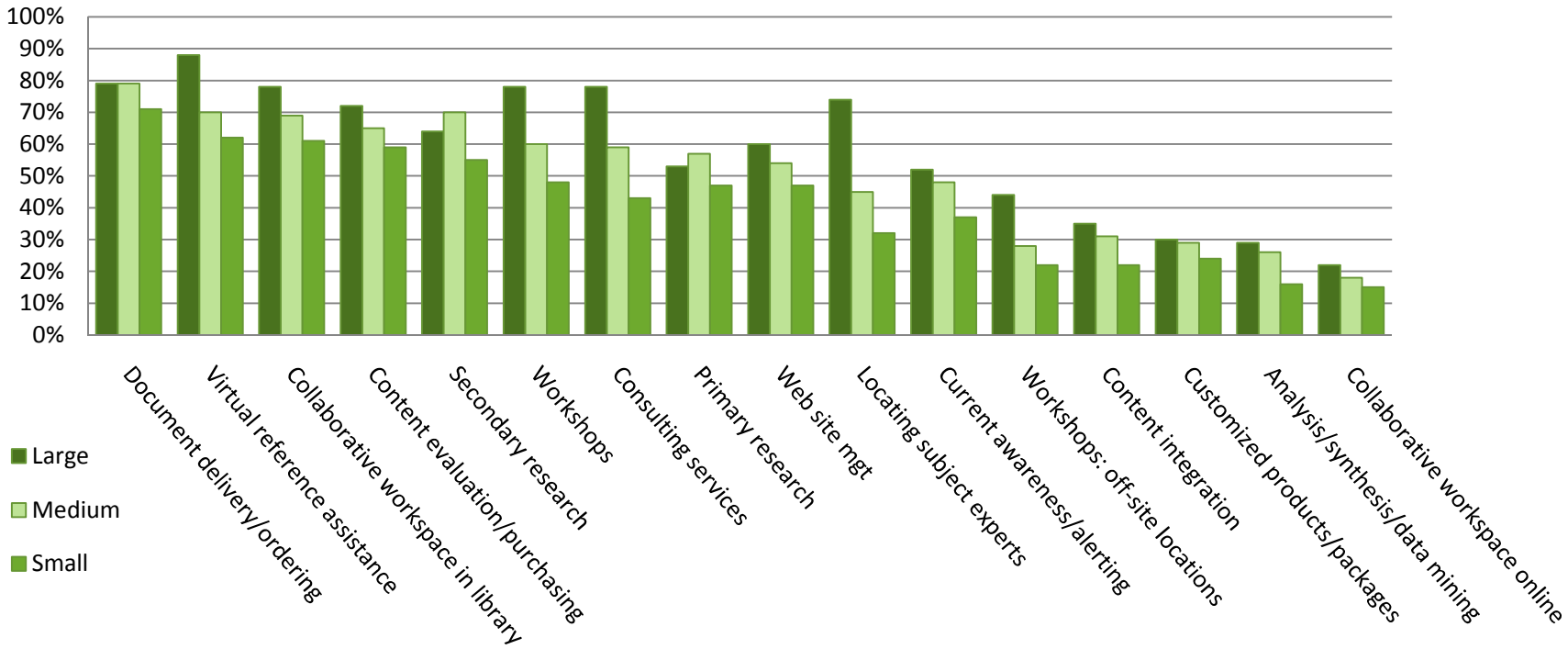


Q5. Please indicate which of the following services and content management activities that you provide to your patrons.

Services and content management activities offered by libraries: 3

- As might be expected, the range of services offered is largely a function of size

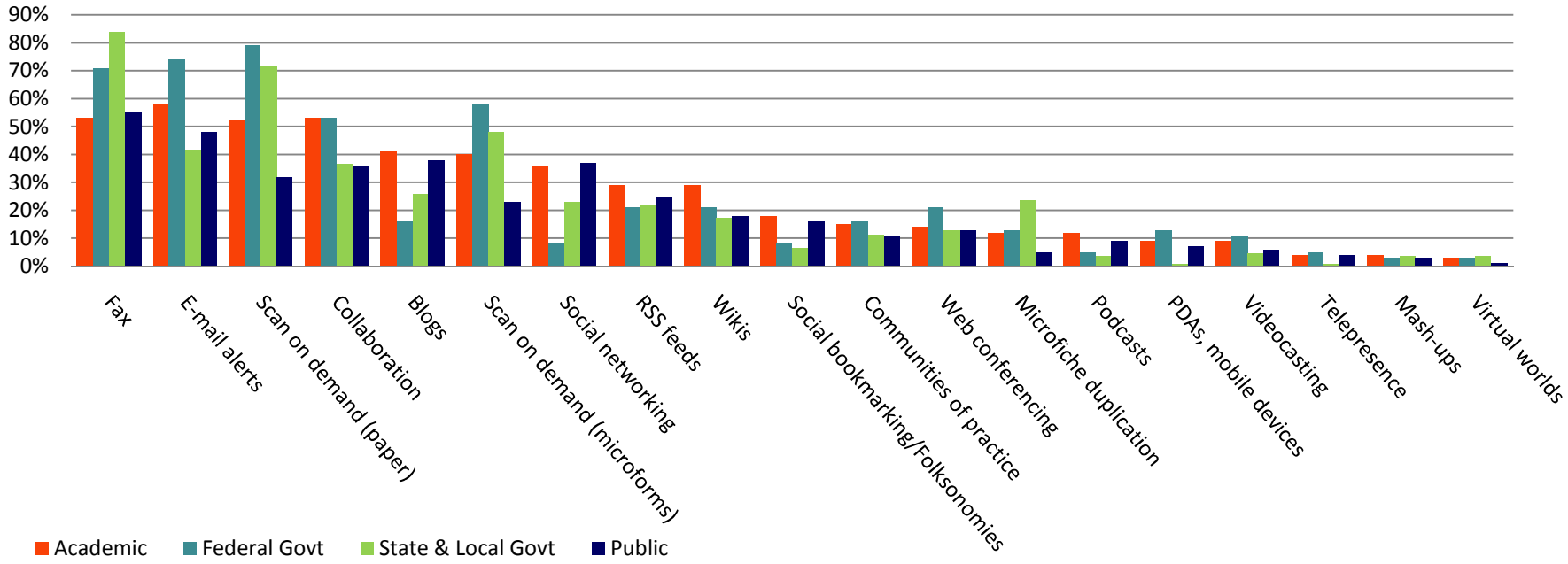
- Except in two cases, responses from large libraries indicated that they were generally offering a wider range of services



Q5. Please indicate which of the following services and content management activities that you provide to your patrons.

Tools, methods, applications for managing/delivering information: 1

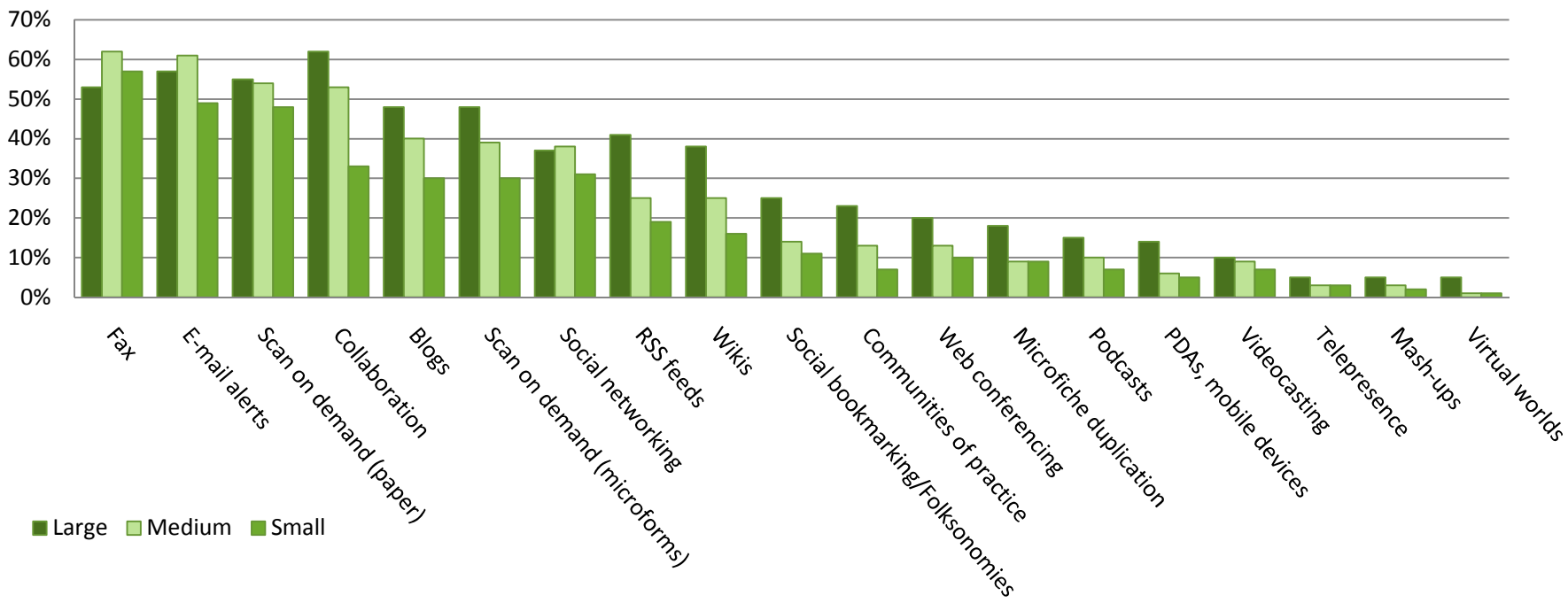
- Considerable diversity was found amongst the different library segments
- Only five of the tools envisaged in the questionnaire were reported as being used by more than 50 per cent of respondents in at least one segment
- The last five or six tools appear to have found little favour at present
- Nine other tools envisaged in the questionnaire were acknowledged by no more than 2 per cent of respondents
- A significant number of Public Libraries (8 per cent) indicated that they used *none* of the tools envisaged in the questionnaire



Q6. Which of the following tools, methods, or applications do you incorporate into managing or delivering information?

Tools, methods, applications for managing/delivering information: 2

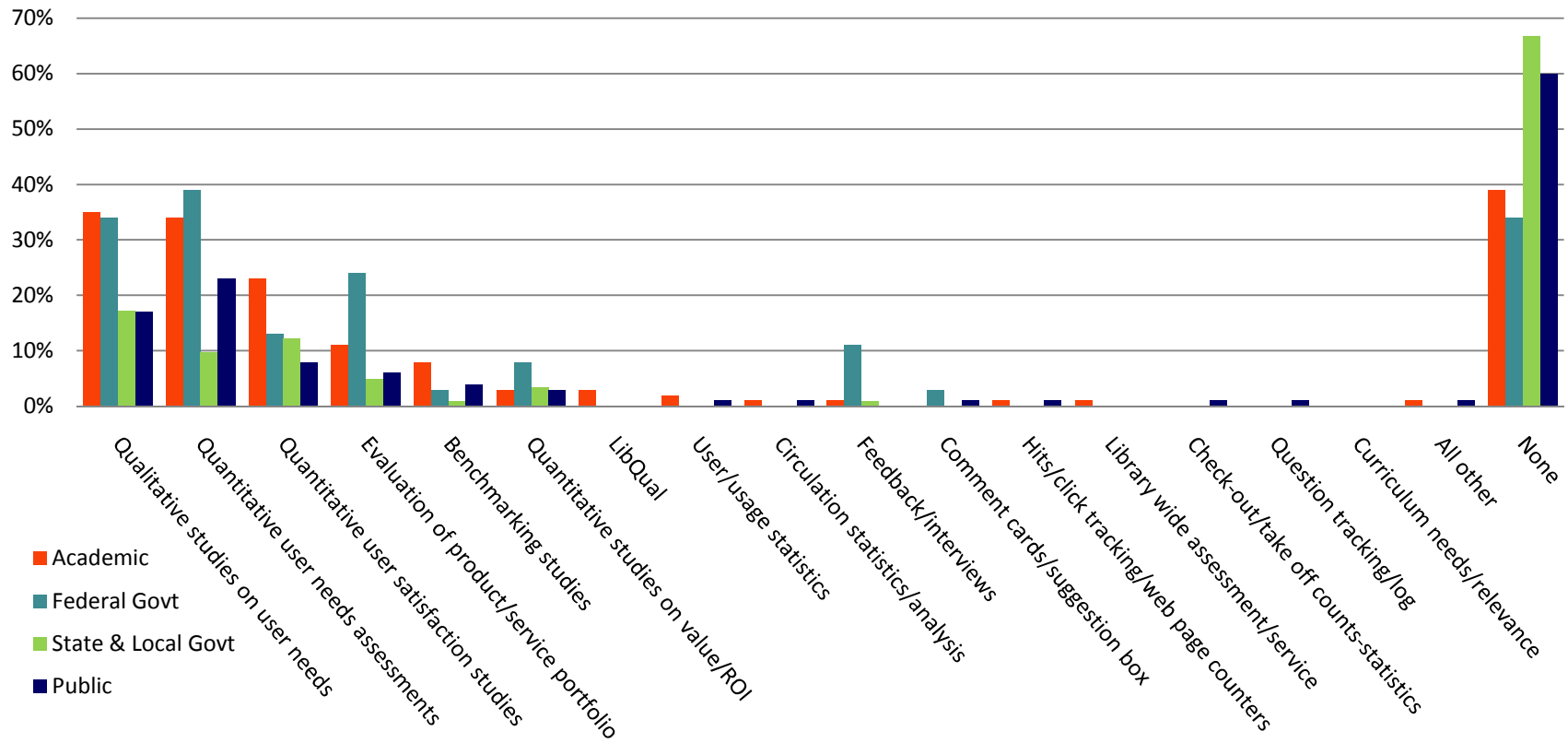
• When the question of tools is viewed relative to library size rather than library type, there is a clearer response pattern, with the larger libraries on the whole utilizing a wider range of tools to manage or deliver information



Q6. Which of the following tools, methods, or applications do you incorporate into managing or delivering information?

Studies to measure library performance re depository services/usage: 1

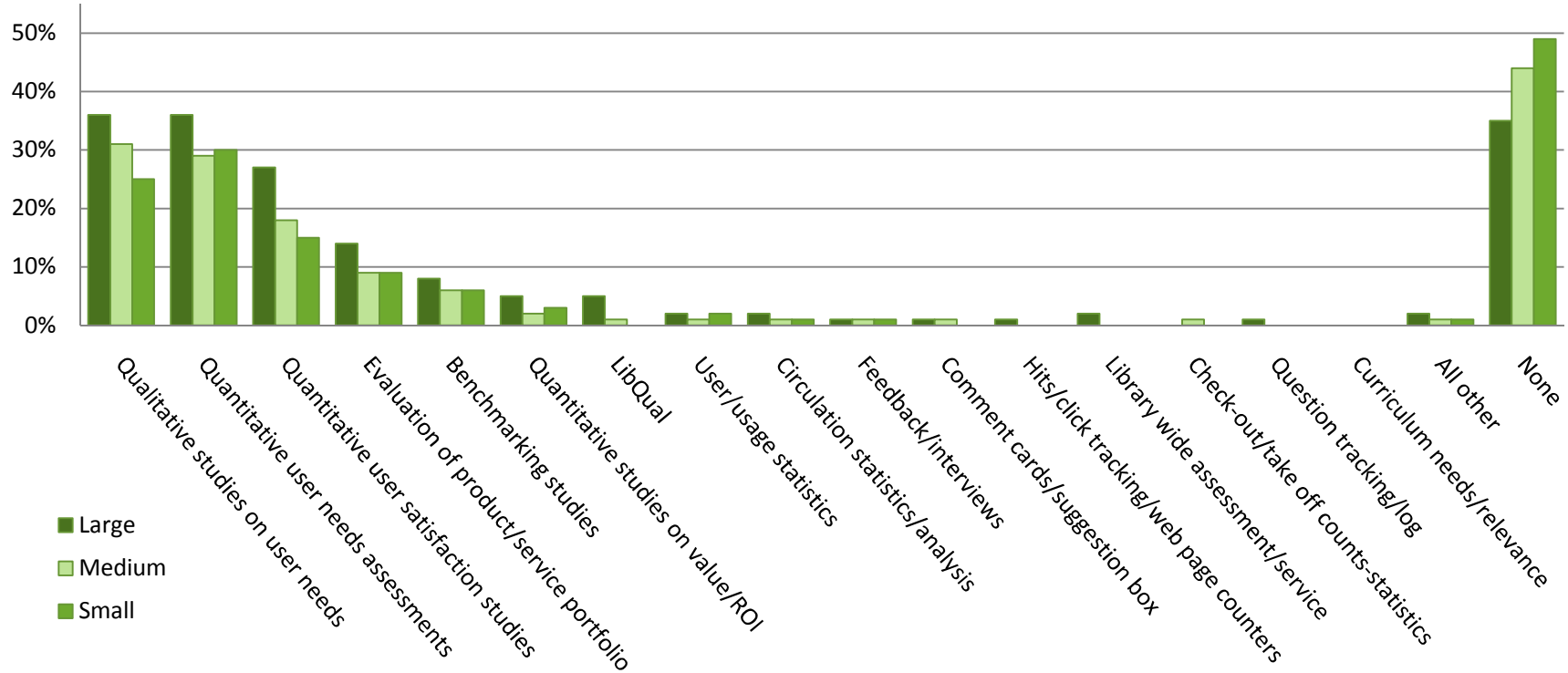
- The percentage of respondents indicating that they carry out studies in relation to depository services/usage is low
- A large proportion does nothing at all
- Academic and Federal Libraries appear to make more effort than others



Q7. 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?

Studies to measure library performance re depository services/usage: 2

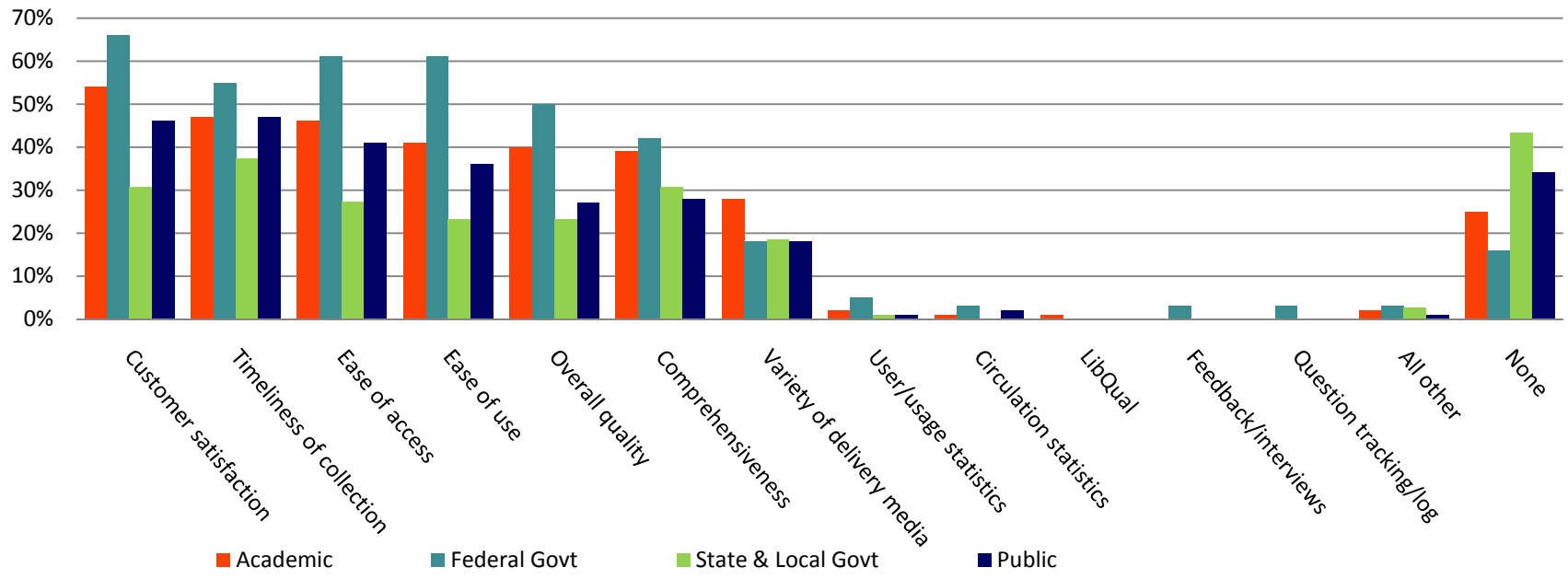
- As before a clearer pattern is visible when results are viewed relative to library size rather than library type
- A high proportion of responding libraries does nothing to examine library performance
- Large libraries lead in carrying out key performance measurement studies, but only around 25-35 per cent of those responding



Q7. 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?

Performance metrics related to library's content collection usage: 1

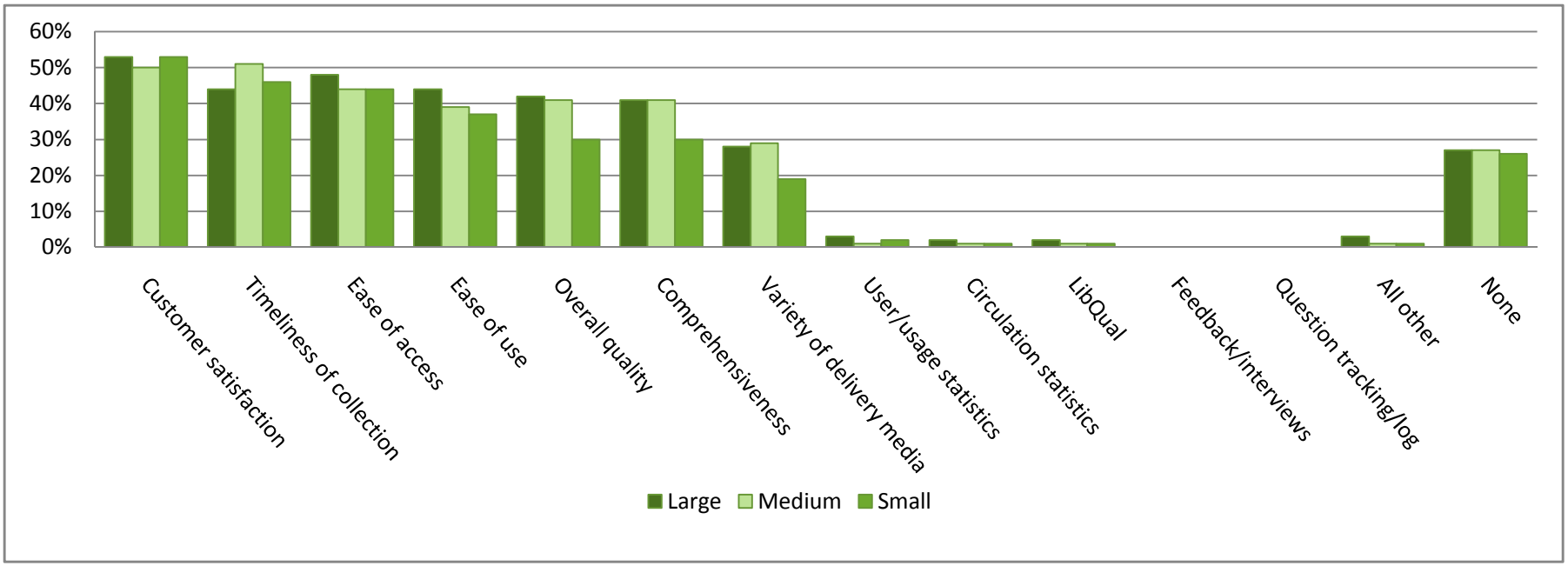
- Apart from Federal Government libraries (of which there are relatively fewer) and one other exception in the Academic segment, less than 50 per cent of respondents used relevant performance metrics
- Roughly 20-45 per cent used some sort of performance metrics
- Between 15 and 40+ per cent of respondents indicated that no such metrics were used



Q8. Which of the following performance metrics, if any, do you measure related to your library's content collection usage?

Performance metrics related to library's content collection usage: 2

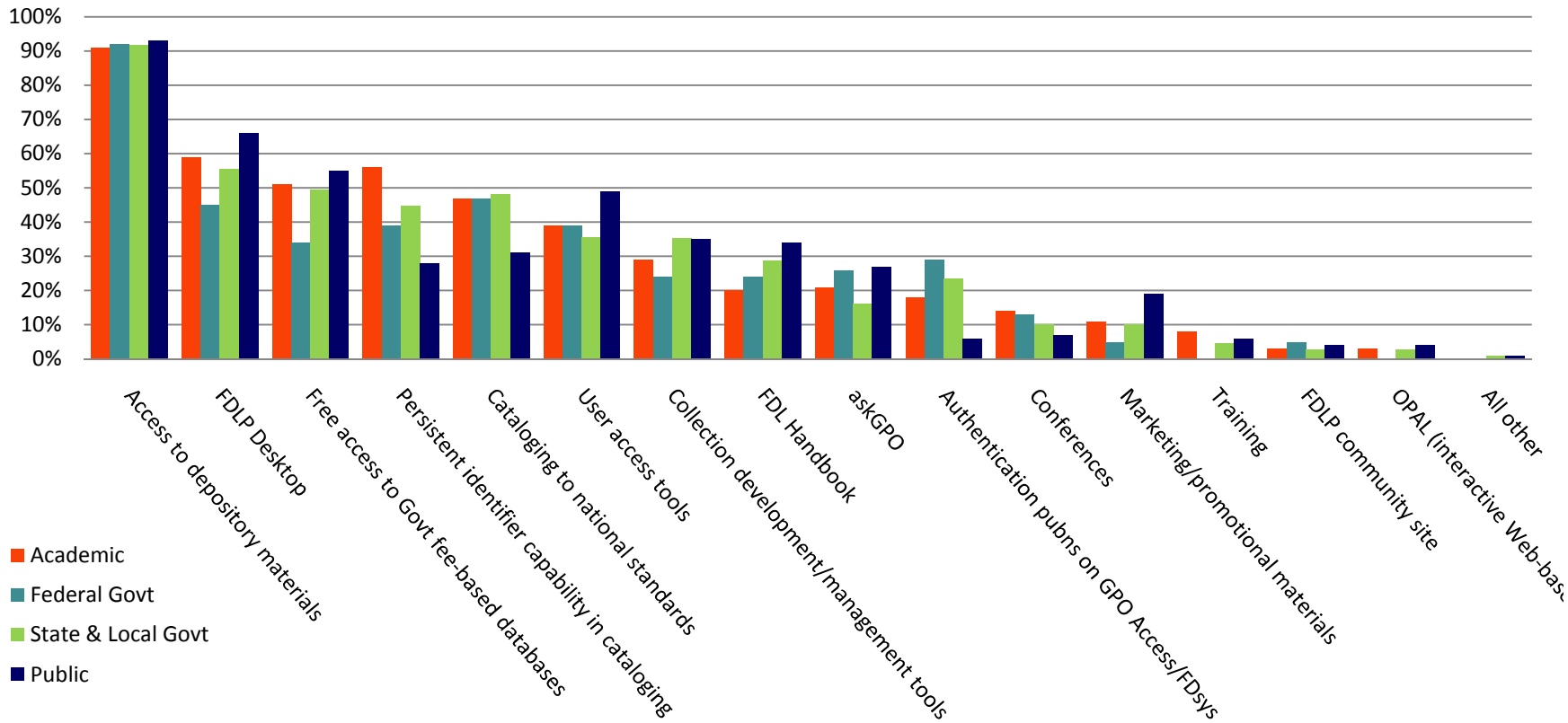
- Viewed from the perspective of size, there is a fairly strong correlation between size and the number of respondents indicating use of performance metrics relating to content collection usage
- At the same time, over 20 per cent of respondents in each size category indicate no use of such performance metrics



Q8. Which of the following performance metrics, if any, do you measure related to your library's content collection usage?

Most important services provided by the FDLP: 1

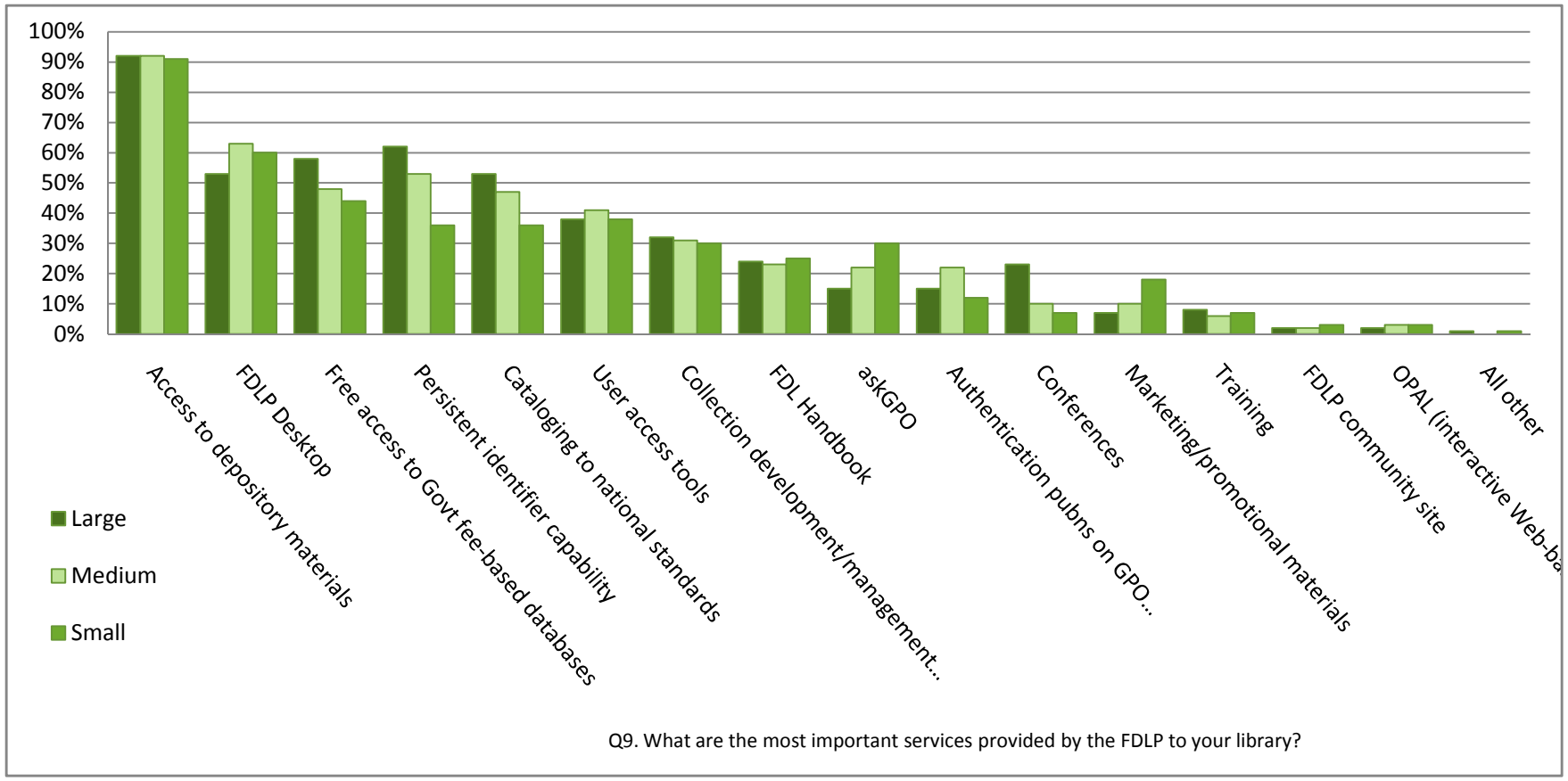
- Most types of library rate access to depository materials very highly
- After that, there is some disparity amongst types of library, but with relatively few services being rated highly by more than 50 per cent of respondents



Q9. What are the most important services provided by the FDLP to your library?

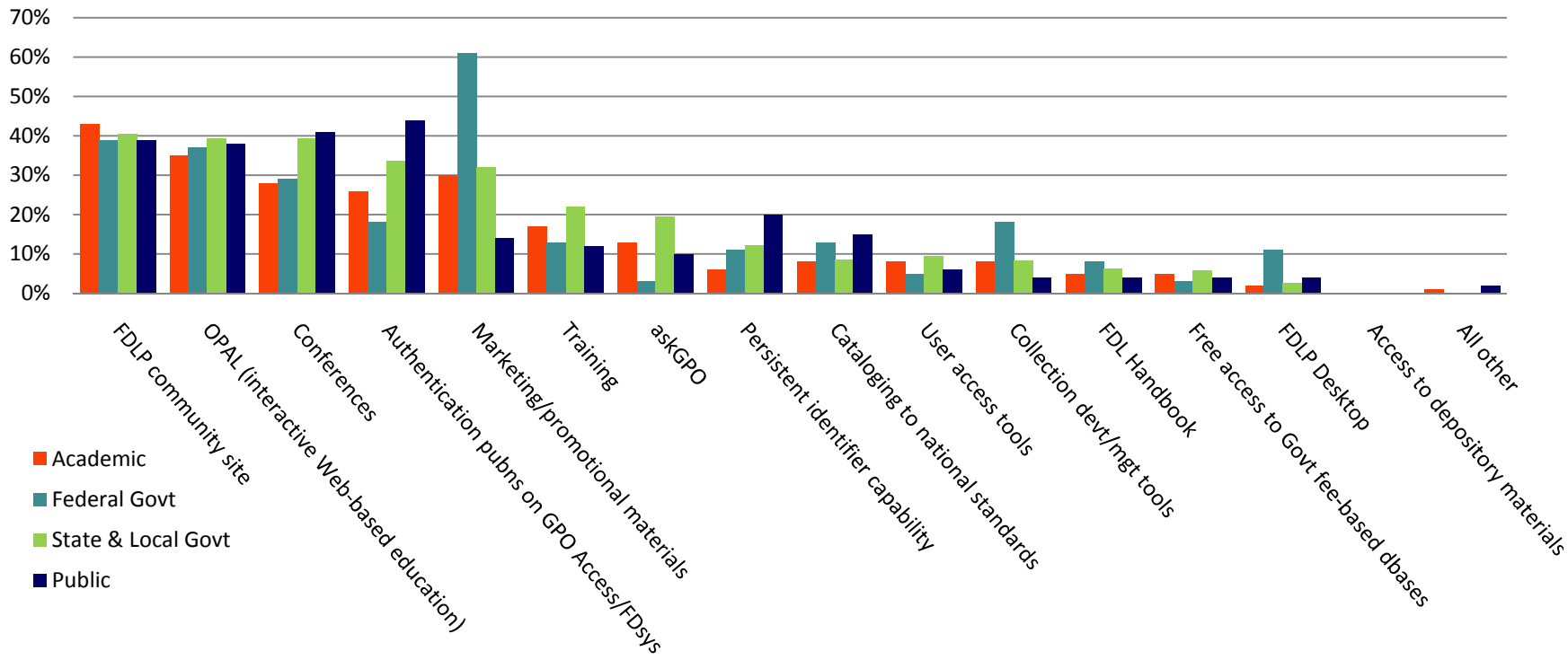
Most important services provided by the FDLP: 2

- Once again, there is a clearer picture when viewed according to library size
- The overall message would appear to be that a wide range of services is appreciated, and that after 'Access to depository materials' three or four services are given a fairly equal rating: FDLP Desktop, Free access to Govt fee-based databases, and persistent identifier capability



Least important services provided by the FDLP: 1

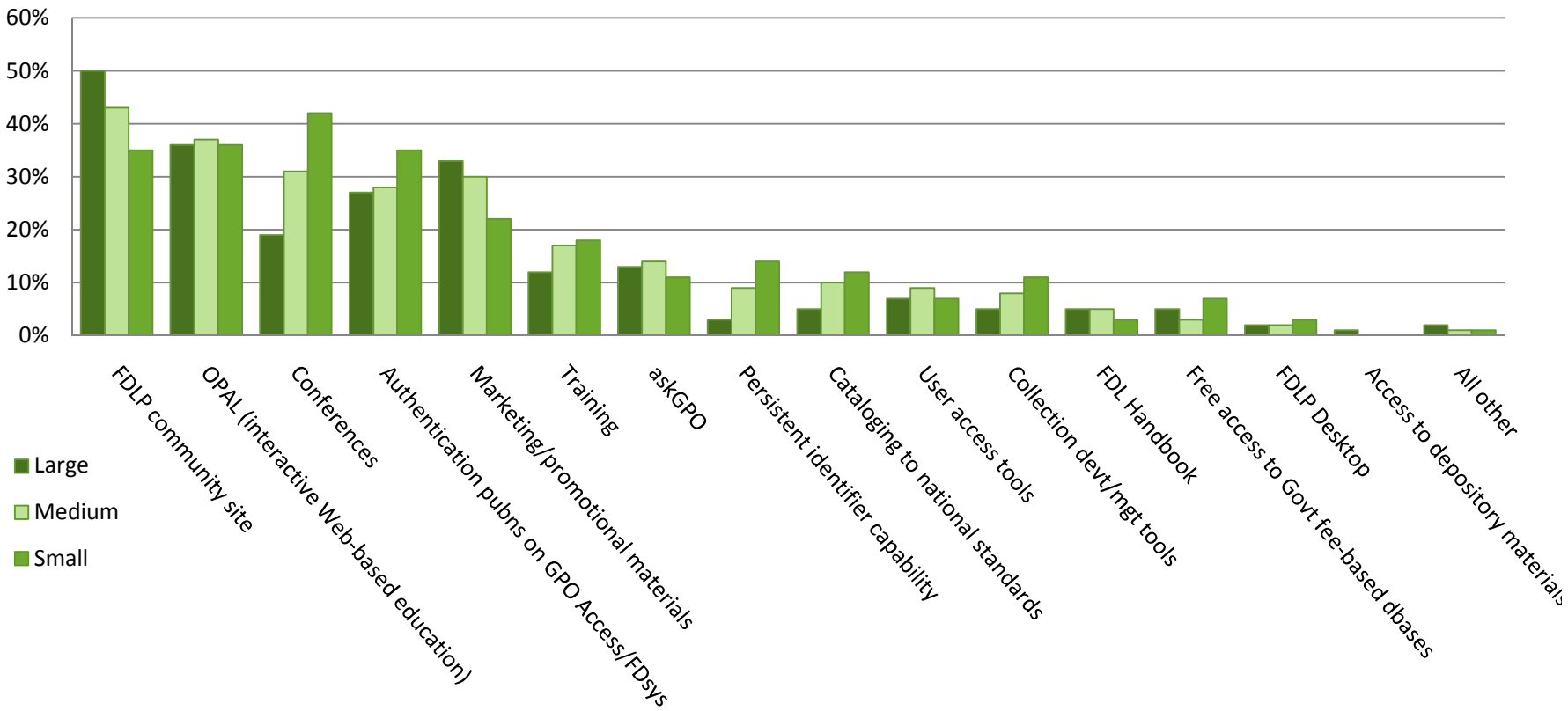
- With some minor differences in order, this is essentially the inverse of the results for the most important services
- It is probably not particularly surprising that the smaller number of Federal Libraries do not feel a strong need for marketing/training materials



Q9a. Now please indicate the least important services provided by the FDLP to your library

Least important services provided by the FDLP: 2

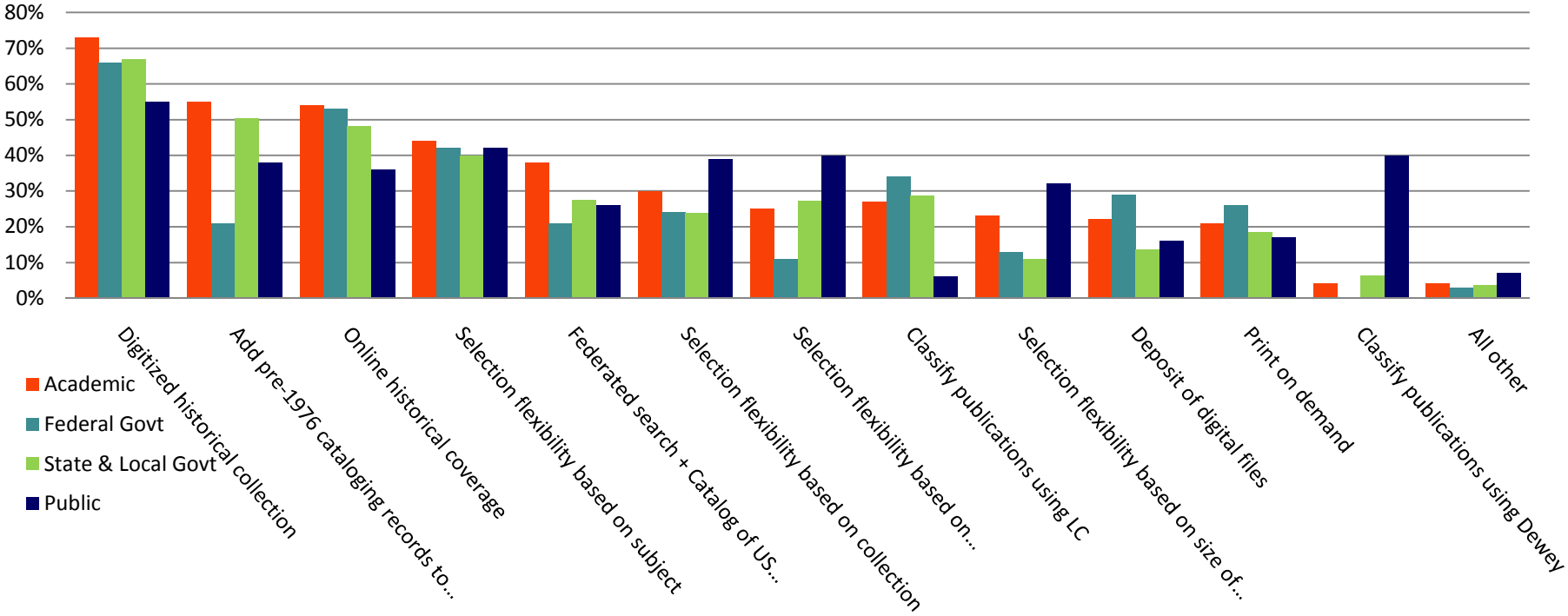
- No significant difference in order exists between library types and library sizes



Q9a. Now please indicate the least important services provided by the FDLP to your library

Services and/or resources needed from the FDLP: 1

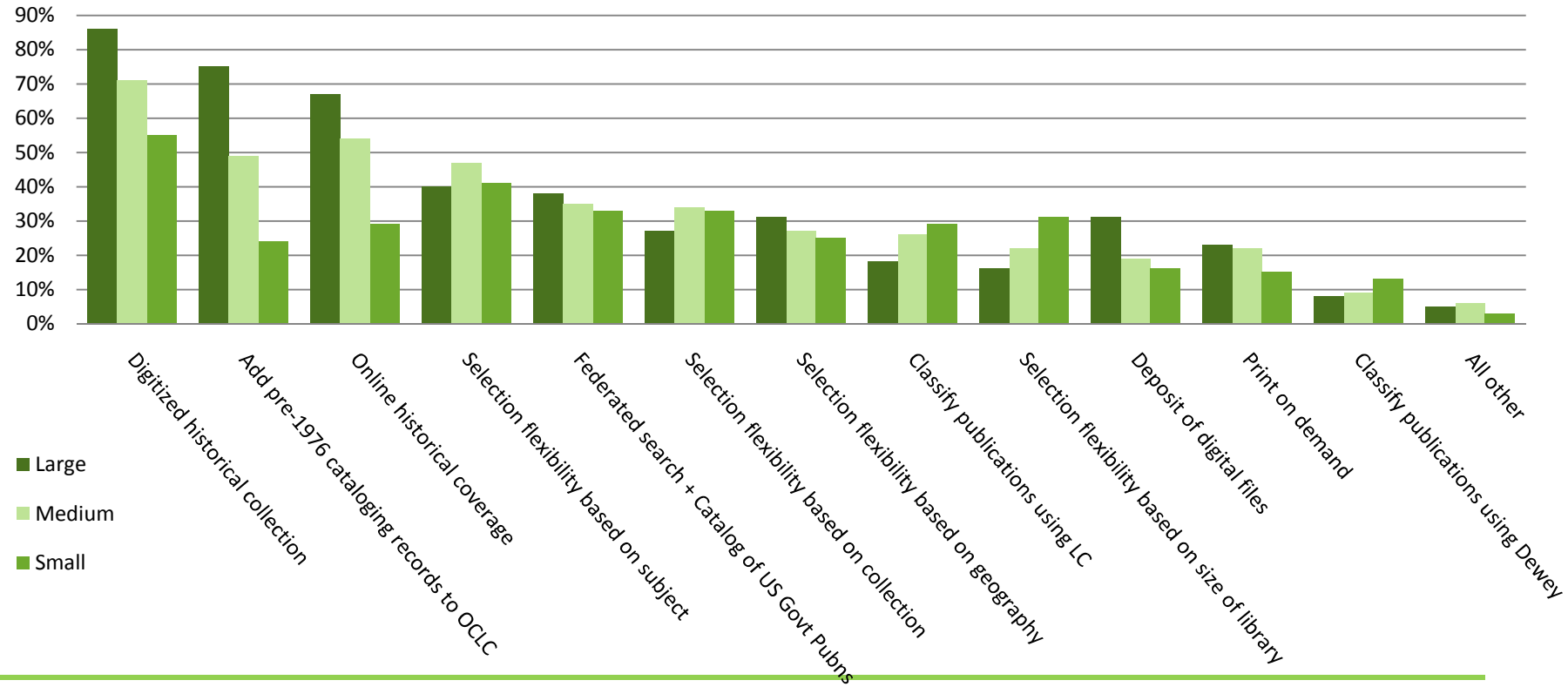
- Only three services/resources were requested by more than 50 per cent of respondents in at least one category: Digitized historical collection, pre-1976 records to OCLC, and Online historical coverage
- Amongst the rather less commonly requested services/resources, there is a clearly a strong preference for Dewey classification on the part of Public Libraries, which constitute the second largest library segment



Q10. What services and/or resources do you need from the FDLP that you currently do not have?

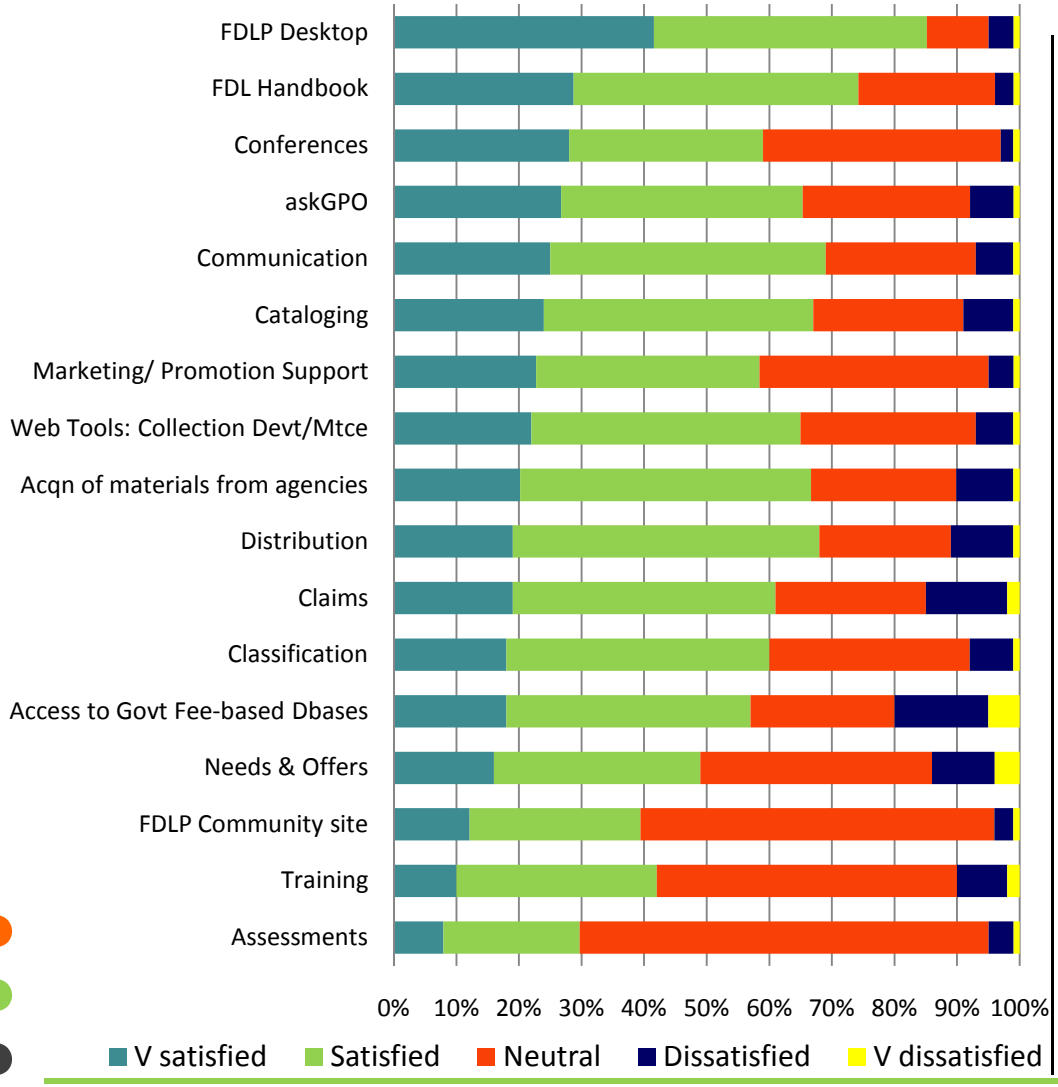
Services and/or resources needed from the FDLP: 2

- Perceived need for the three most requested services/resources is strongest amongst the large libraries
- The fact that Public Library respondents are evenly distributed across the three size categories conceals the strength of their request for Dewey classification



Q10. What services and/or resources do you need from the FDLP that you currently do not have?

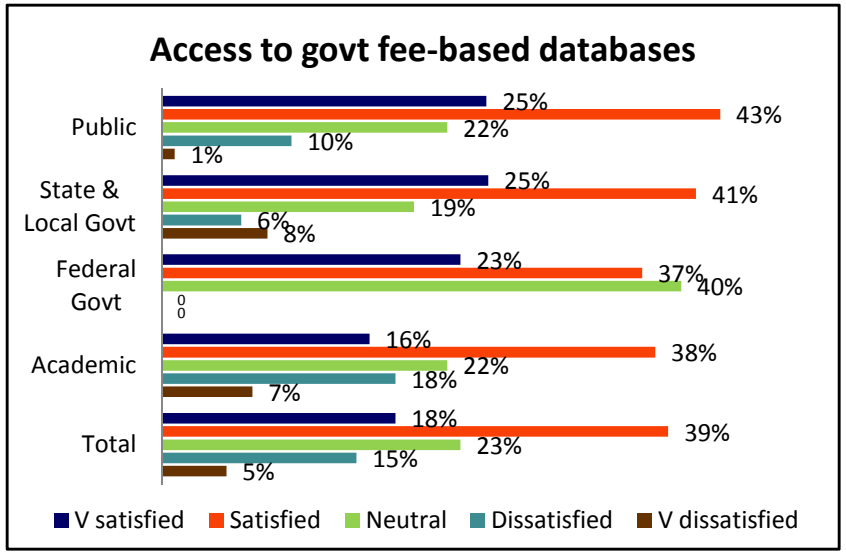
Levels of satisfaction with FDLP services: Overview

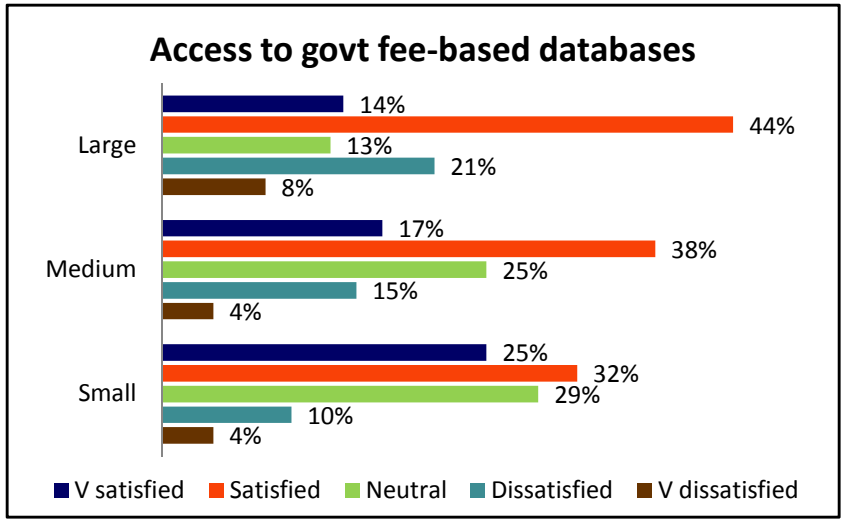


- Overall, 60 per cent or more of respondents were at least satisfied with the majority of FDLP services
- Several services were rated extremely satisfactory by around 20-25 per cent of respondents
- Dissatisfaction was 15 per cent or lower in all but one instance
- Extreme dissatisfaction was scarcely apparent (<3 per cent) except in two instances
- Six areas where 10 per cent or more of respondents expressed **dissatisfaction** will be investigated further in the following slides

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Access to government fee-based databases

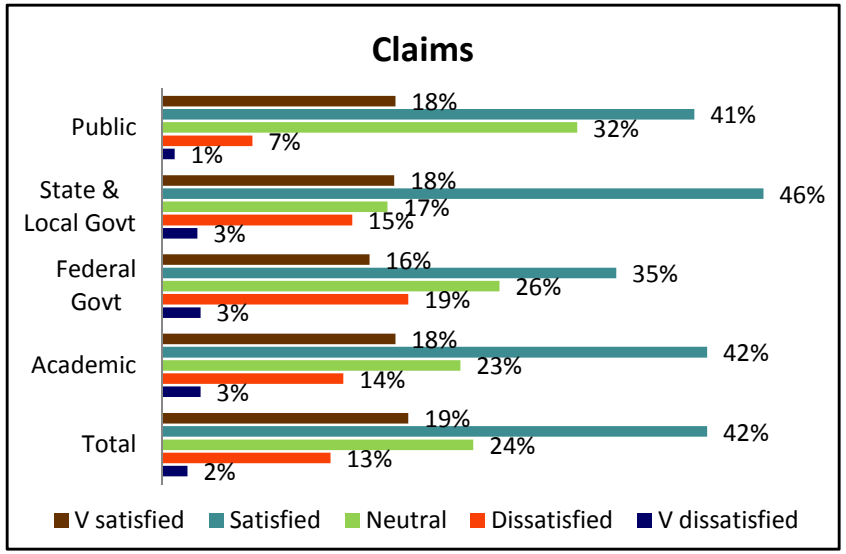


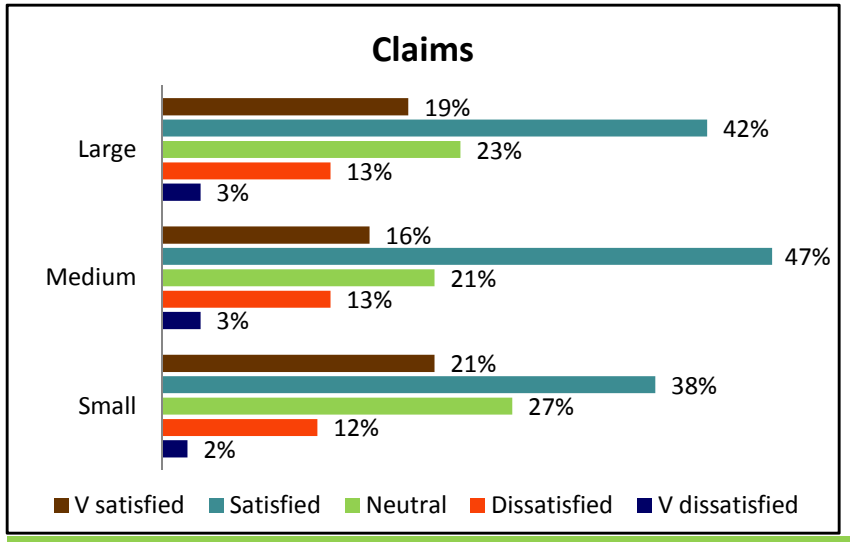


- This is the highest area of dissatisfaction, with 15 per cent of respondents somewhat dissatisfied and 5 per cent extremely dissatisfied
- Dissatisfaction over access to government fee-based databases is strongest in the Academic library segment (25 per cent)
- Additionally, there is significant dissatisfaction amongst State & Local Government Libraries (14 per cent), and Public Libraries (11 per cent)
- Viewed according to library size, dissatisfaction is strongest amongst the large libraries (29 per cent)

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Claims

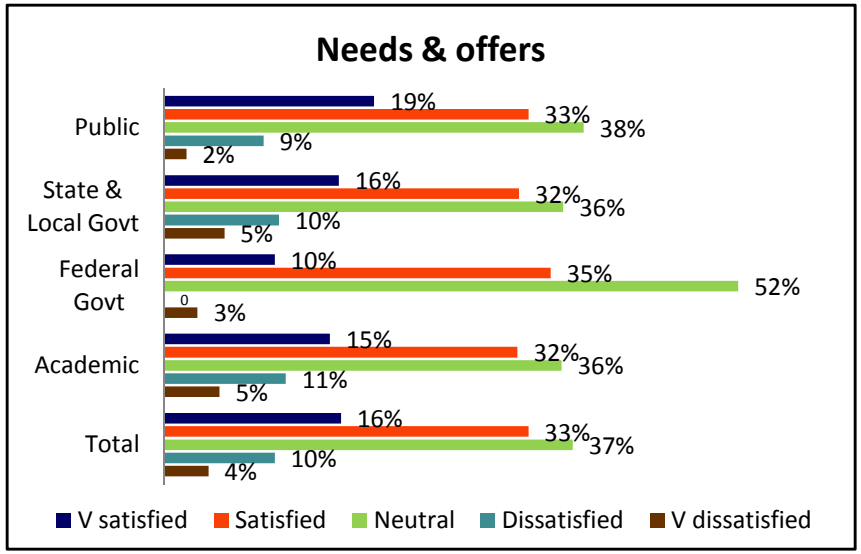


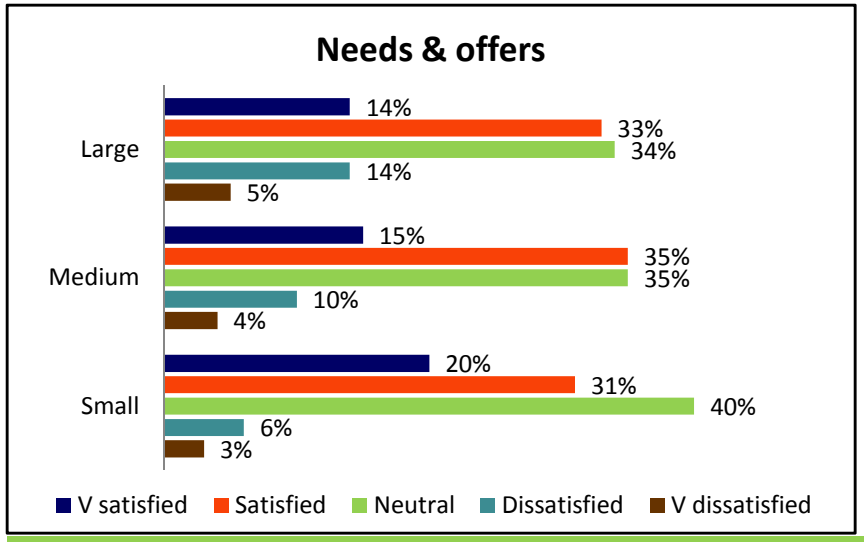


- Dissatisfaction over claims is strongest in the relatively small Federal Library segment (22 per cent)
- Additionally, there is significant dissatisfaction amongst State & Local Government Libraries (18 per cent), and Academic Libraries (17 per cent)
- Viewed according to library size, dissatisfaction is fairly evenly distributed with large and medium libraries (both 16 per cent), marginally more dissatisfied than the small libraries

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Needs and offers

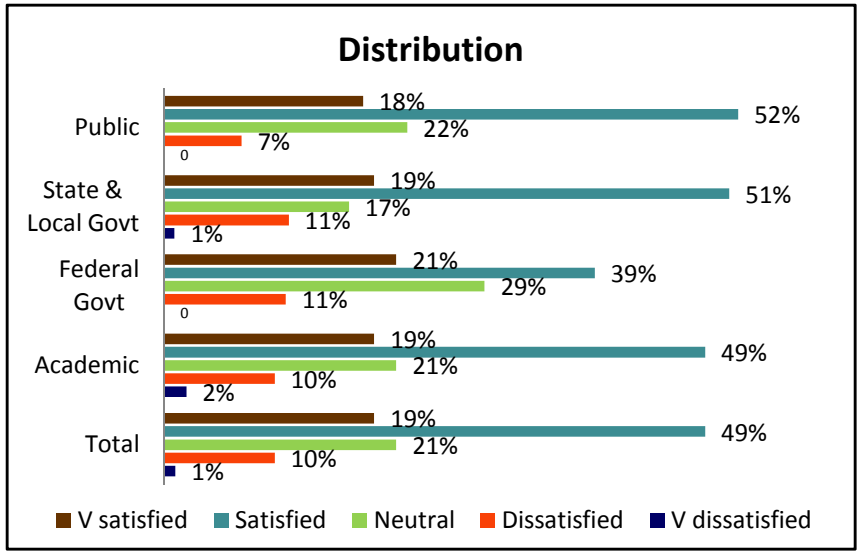


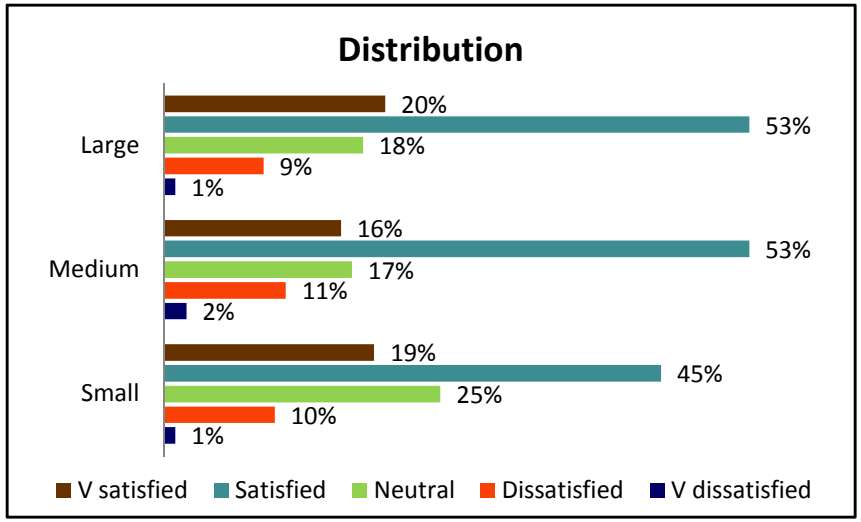


- Dissatisfaction over Needs & Offers is strongest in the Academic Library segment (16 per cent)
- Additionally, there is some dissatisfaction amongst State & Local Government Libraries (15 per cent), and Public Libraries (11 per cent)
- Viewed according to library size, dissatisfaction is strongest amongst the large libraries (19 per cent), with significant dissatisfaction also amongst medium libraries (14 per cent)

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Distribution

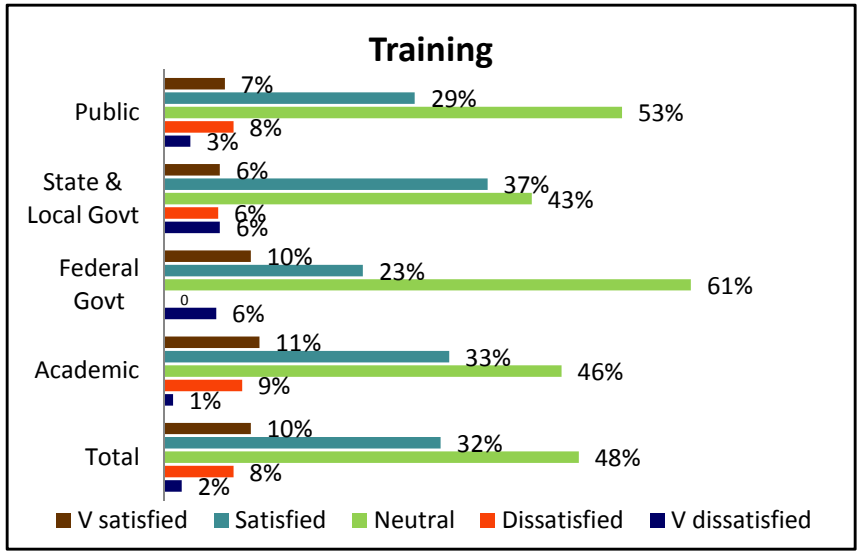


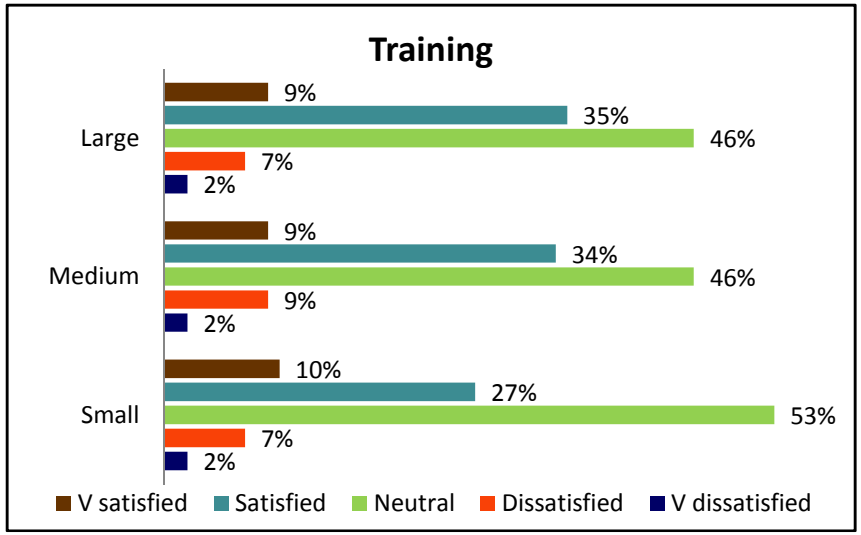


- Dissatisfaction over distribution was strongest amongst State & Local Government Libraries, and Academic Libraries (both 12 per cent)
- The Federal Library segment registered a slightly lower level of dissatisfaction (11 per cent)
- Viewed according to library size, dissatisfaction was found to be strongest amongst medium-sized libraries (13 per cent)

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Training

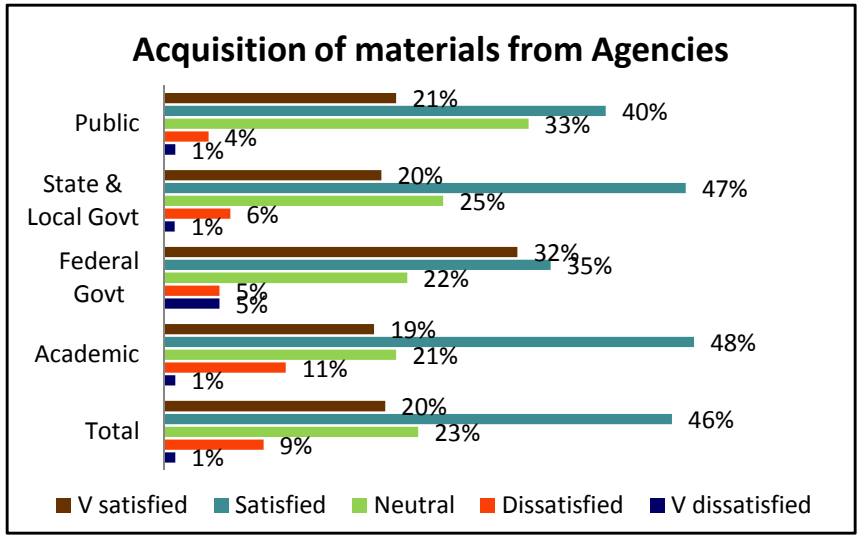


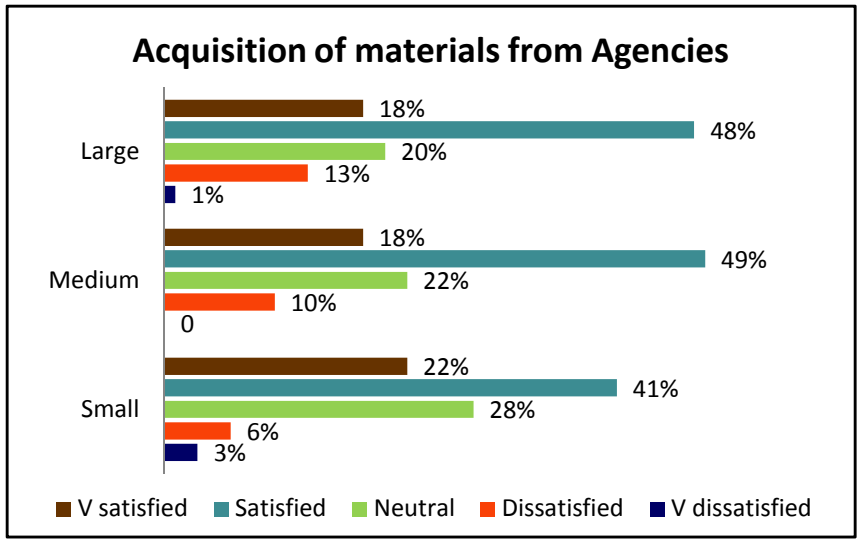


- Dissatisfaction over training was strongest amongst State & Local Government Libraries (12 per cent, of which 6 per cent extremely dissatisfied), and Public Libraries (11 per cent)
- Academic Libraries showed a somewhat lower level of dissatisfaction (10 per cent)
- Viewed according to library size, dissatisfaction was slightly higher amongst medium-sized libraries (11 per cent)

Q11. Please indicate your level of satisfaction with FDLP services?

Levels of satisfaction with FDLP services: Acquisition of materials from Agencies for FDL distribution/dissemination





- Dissatisfaction over Acquisition of materials from Agencies was strongest amongst Academic Libraries (12 per cent)
- The smaller community of Federal Libraries indicated a lower level of dissatisfaction (10 per cent), but showing a high level of extreme dissatisfaction (5 per cent)
- Viewed according to library size, dissatisfaction was highest amongst large libraries (14 per cent)

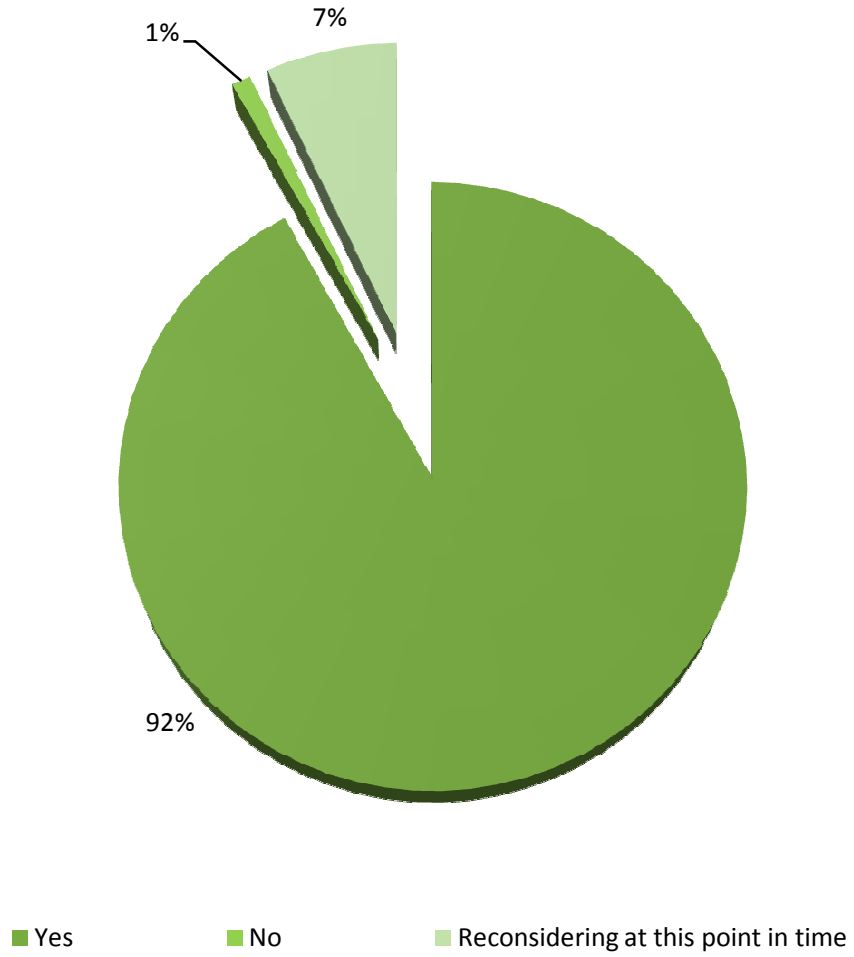
Q11. Please indicate your level of satisfaction with FDLP services?

Combined Results: Part II

- **Biennial survey**

Plans to remain in the FDLP

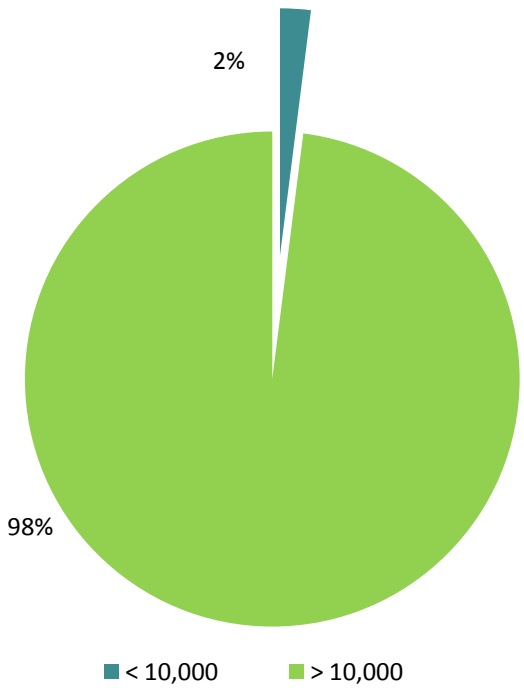
- Overwhelming majority of respondents plan to remain in FDLP
- No appreciable differences between categories of library
- Of 56 respondents designated as regional, 9 (17 per cent) were considering changing designation to selective



Q12. Does your library plan to remain in the FDLP?

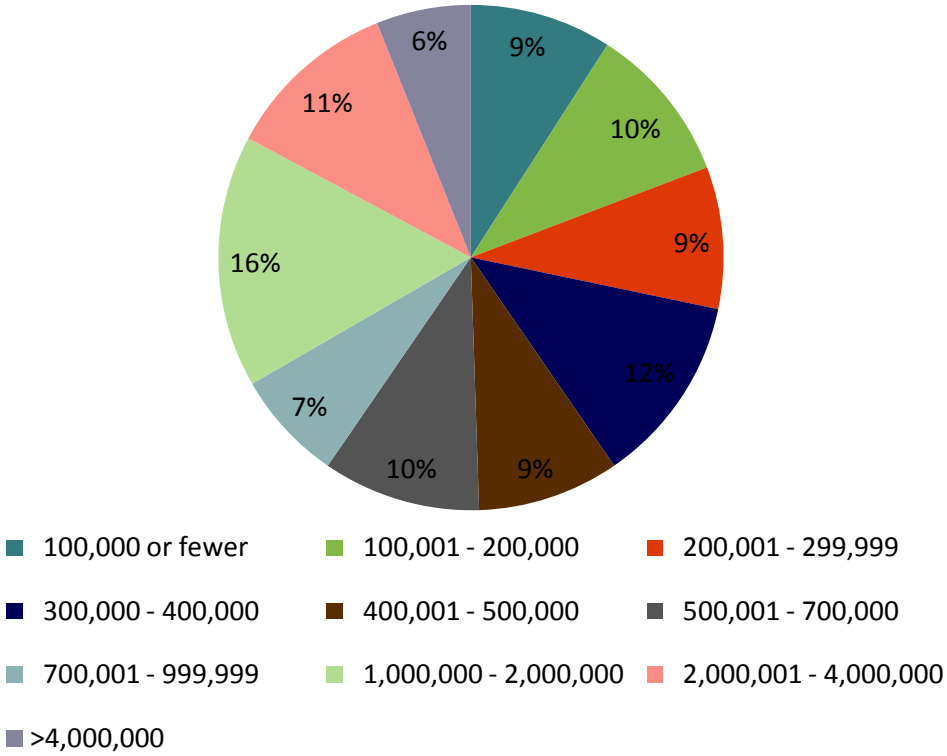
Number of publications in the library

Number of physical/tangible publications in the library other than government publications



Q13. How many physical or tangible publications are in your library or library system other than government documents?

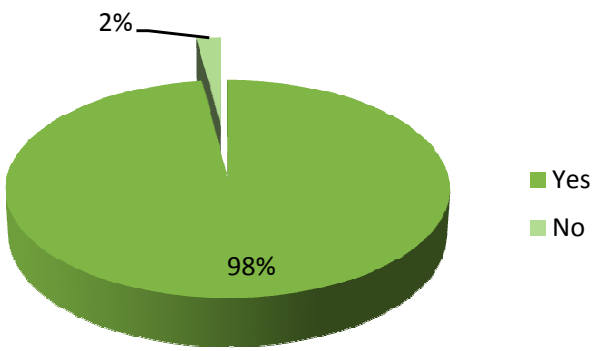
Total number of volumes in library or library system



Q13a. How many total volumes in your library or library system?

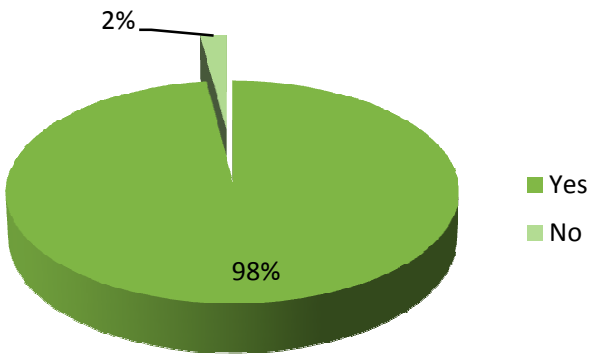
Access for the general public

General public allowed access to Federal Government information resources in all formats in the library



Q14. May any member of the general public access and use Federal government information resources in all formats at your library?

Reference service for the general public provided by library

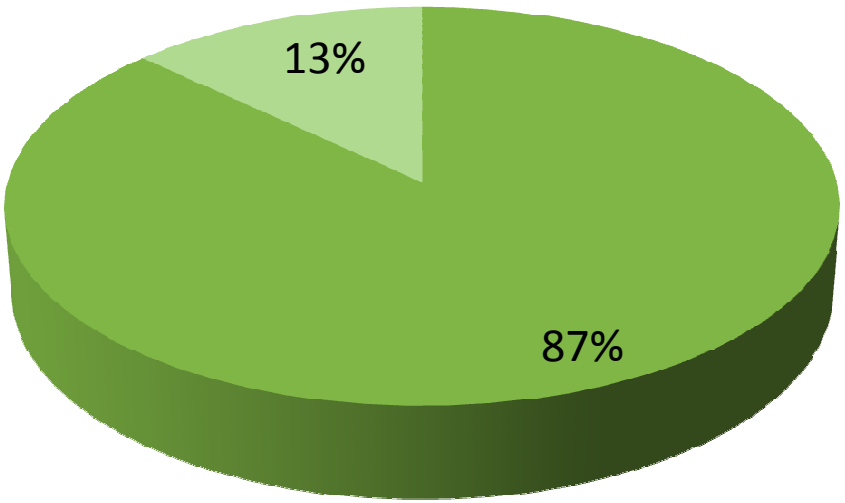


Q15. Does the library provide reference service for the general public?

Adequacy of depository staffing to fulfil basic depository responsibilities

- Some variation noted between library categories: State Libraries (18 per cent) and Public Libraries (19 per cent) appear to experience the problem more than most, whilst Federal Libraries experience it least (5 per cent)

- Large and small libraries are close to the overall mean, whilst medium libraries (9 per cent) evidently have less difficulty

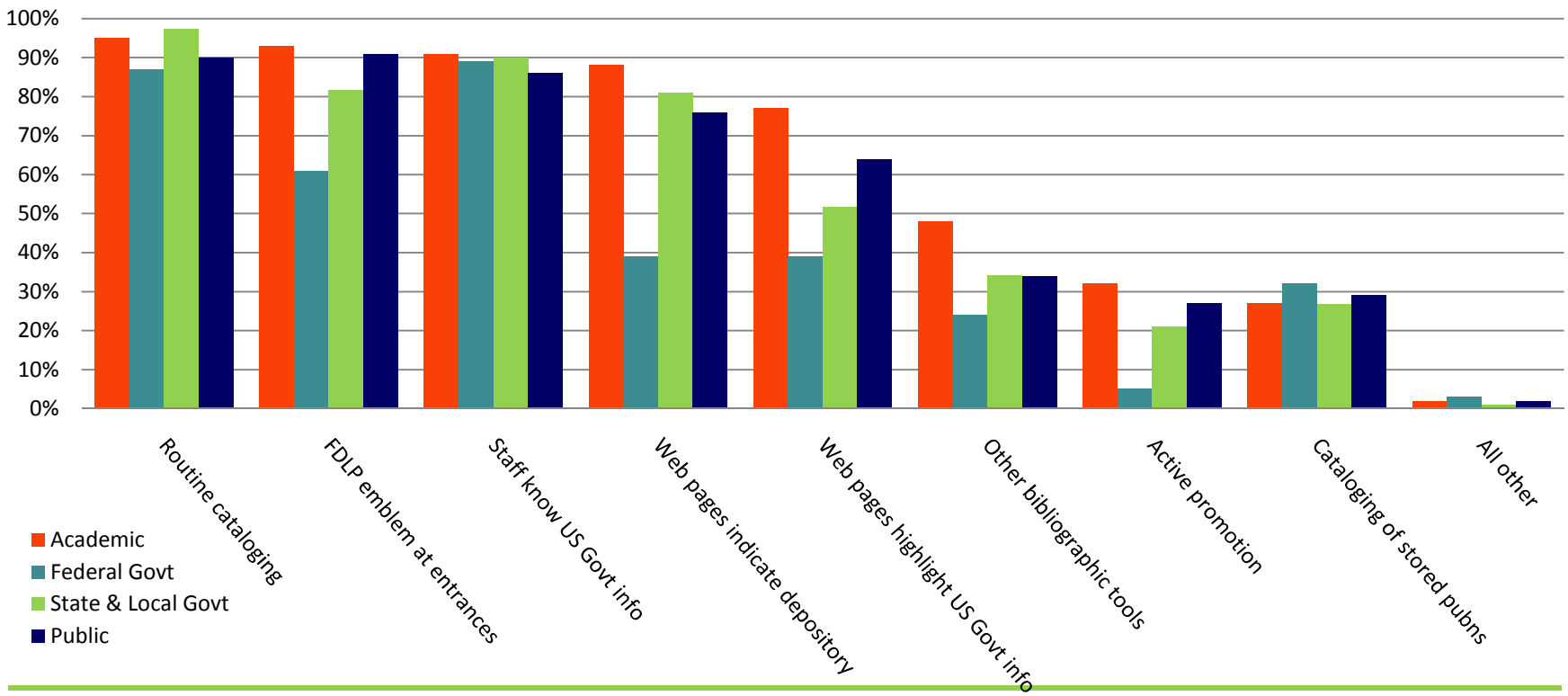


Yes, adequate No, inadequate

Q16. Do you find that depository staffing is adequate to fulfill basic depository responsibilities?

How the library makes depository publications visible to the public: 1

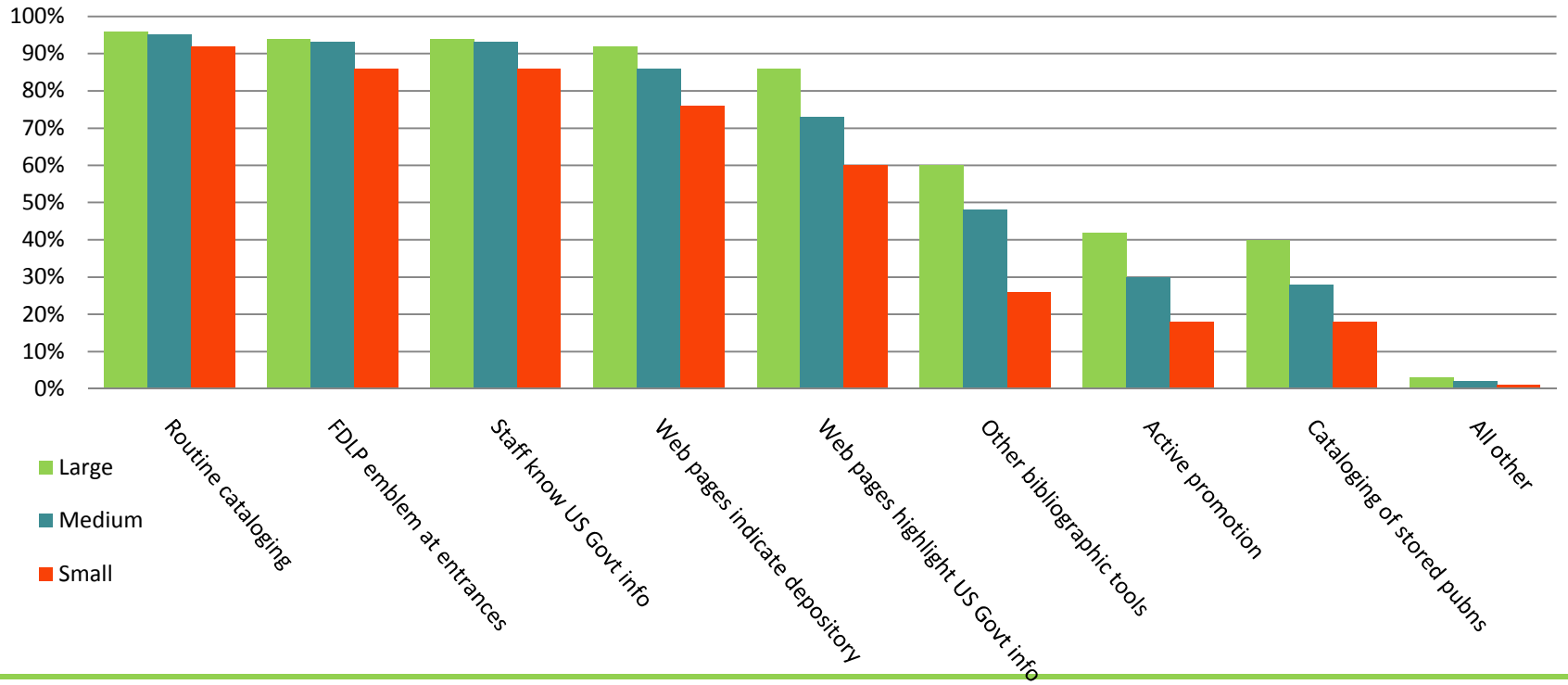
- Over 70 per cent of respondents in three out of four types of library use four key means of making publications visible to the public
- Federal Libraries appear to lag behind in most areas



 Q17. How does the library make the depository publications in all formats visible to the public?

How the library makes depository publications visible to the public: 2

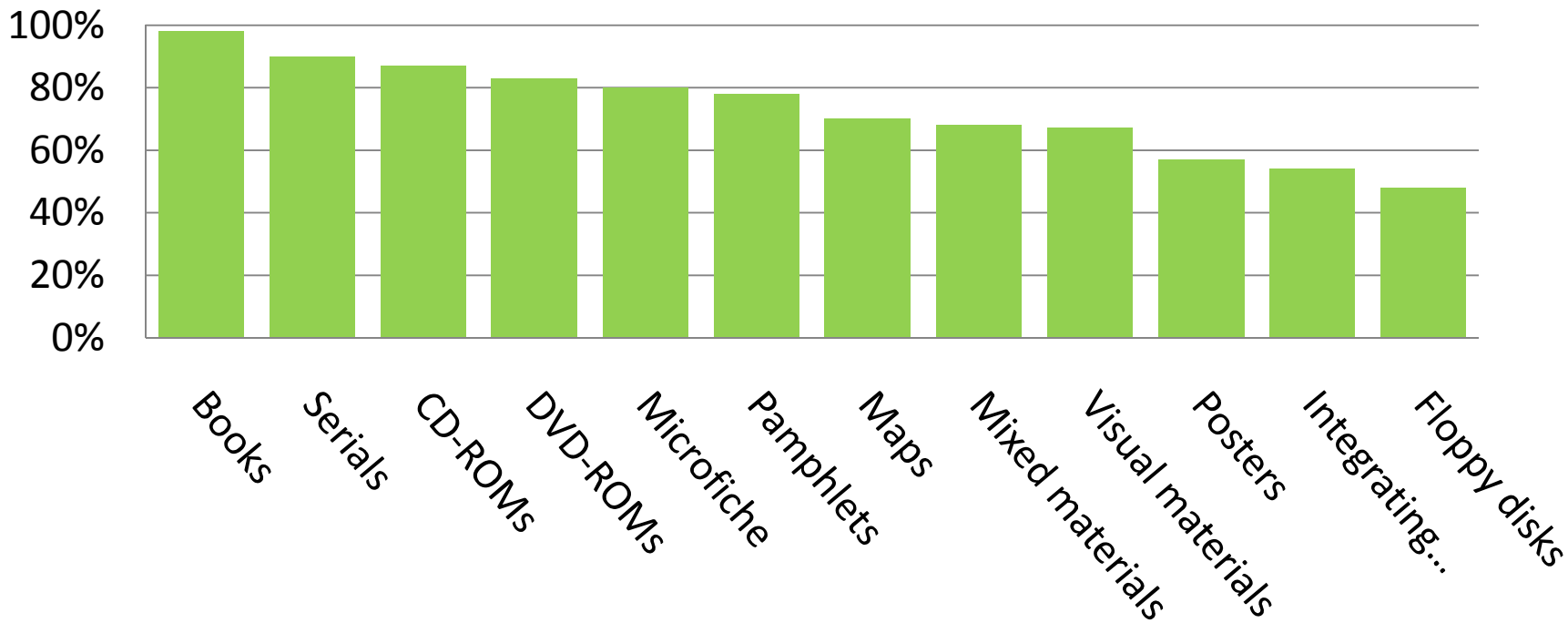
- Deployment of finding tools is closely related to size of library
- Nevertheless, across the four key means of making publications visible to the public, there are not great differences



Piece-level records for tangible materials received in past five years

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

- Respondents indicated that only less common or difficult materials might not be catered for so well

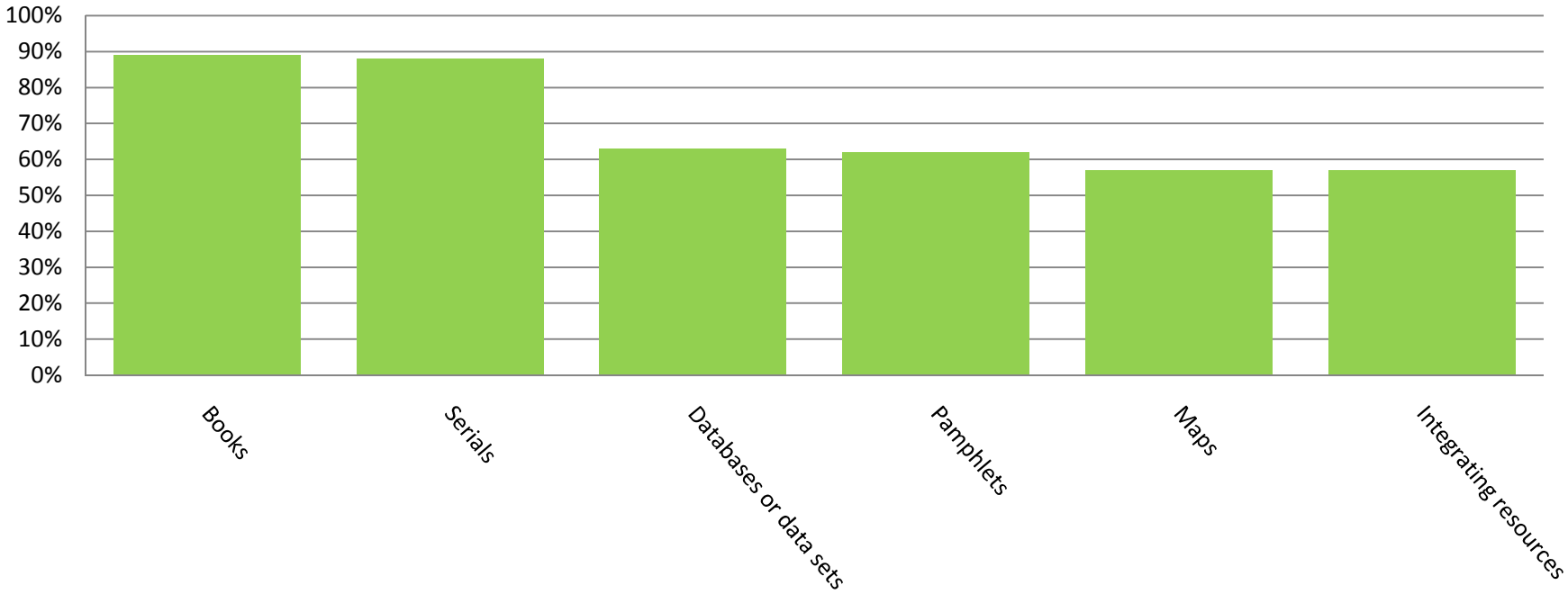


Q18. Please indicate if you provide piece level records for the following types of tangible materials received within the past five years.

Records included in catalog for types of FDLP online materials

- A very high proportion of respondents (80+ per cent) reported that piece-level records were available for online books and serials

- However, respondents indicated that databases/datasets maps and other materials were not catered for so well



Q18a. Do you include records in your catalog for the following types of online materials disseminated through the FDLP?

Reception of deposit digital files of online publications

	Yes	No
Interested in receiving digital files on deposit	416	709
Discussed with library director/dean	698	427
Administrative support for receiving digital files on deposit	371	754

Q18a. Please answer the following questions related to receiving deposit digital files of online publications

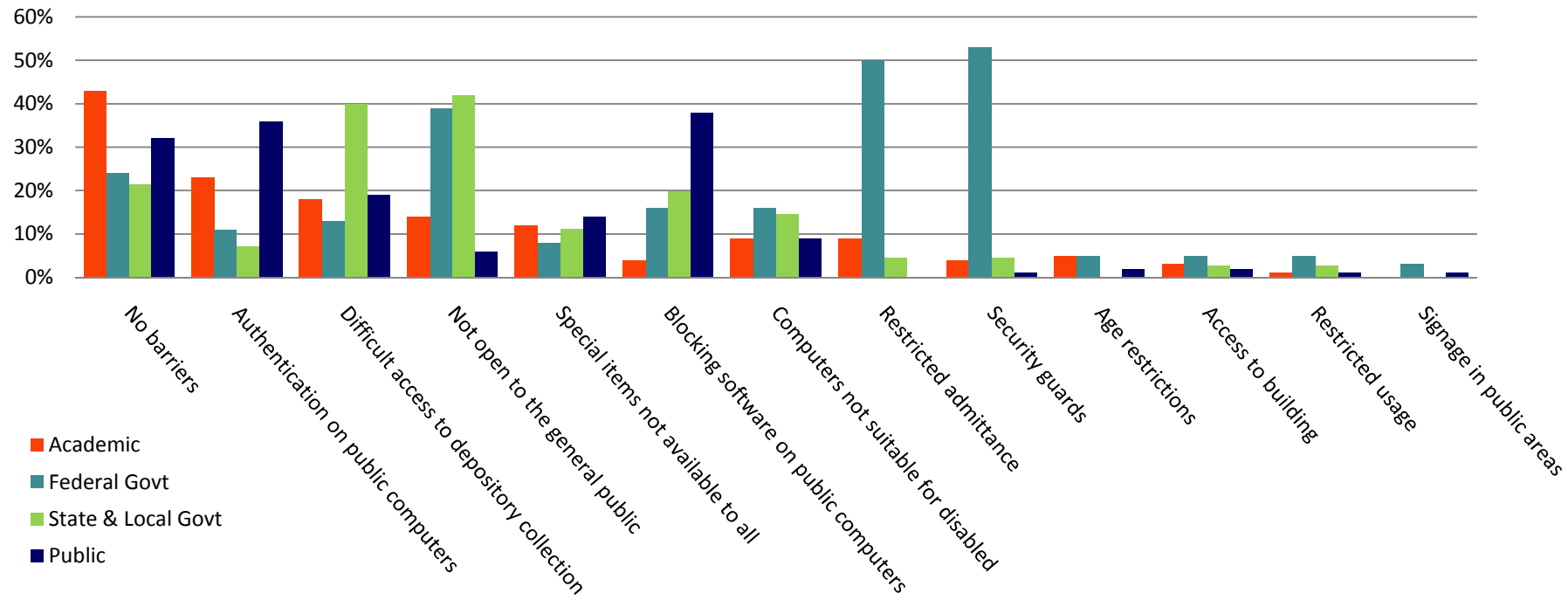
Processing of depository discards in accordance with GPO instructions

	Number
Yes, discards are regularly processed in accordance with GPO instructions in the FDL Handbook	754
No, discards are not regularly processed in accordance with GPO instructions in the FDL Handbook	6
Depository discards are not processed regularly, but rules are followed when discards are processed	360
Do not know	5

Q19. 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?

Barriers to accessing depository resources for the public: 1

- Overall, 39 per cent of respondents reported no barriers
- Academic libraries are best prepared/equipped in this respect
- Public libraries evidently had concerns about use of public access computers
- Roughly half of Federal Government libraries indicated restricted access and/or security barriers; almost 40 per cent are not open to the general public

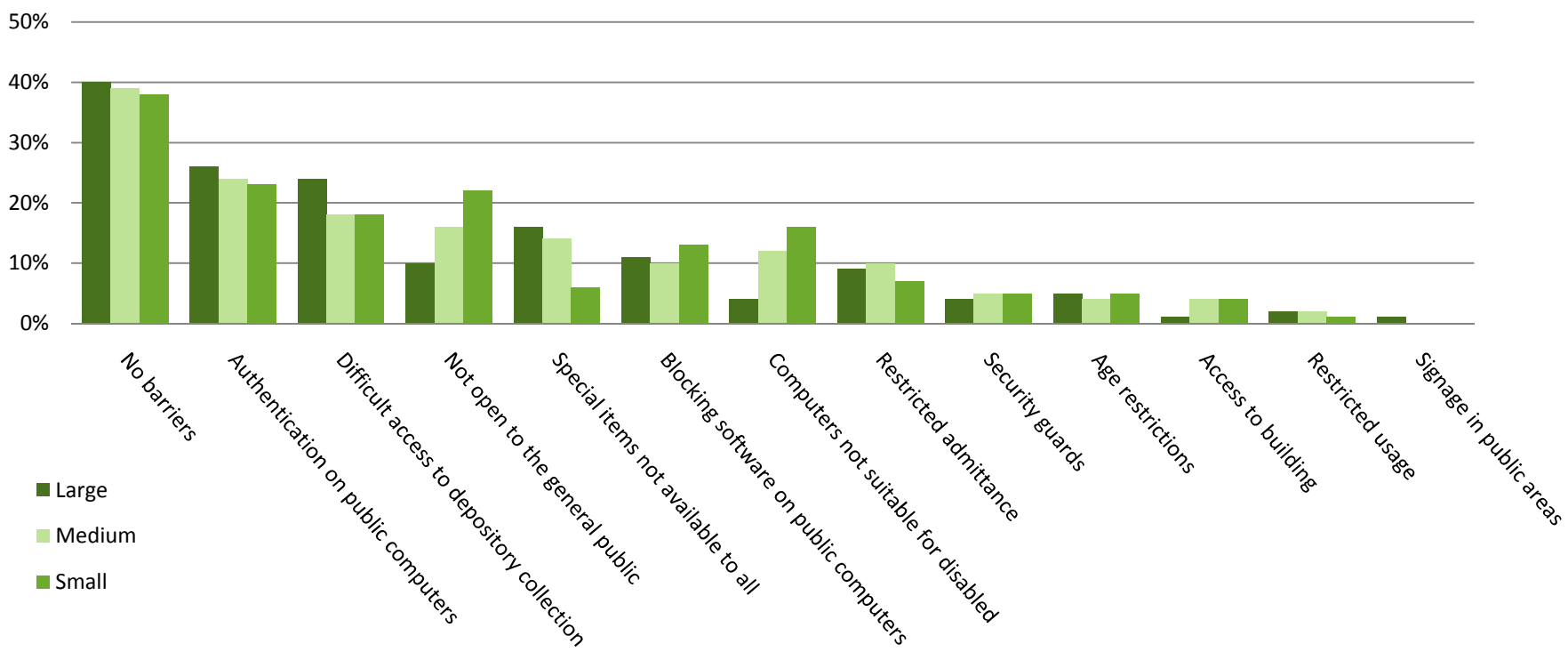


Q20. Are there any barriers to depository resources (tangible and electronic) for the public?

Barriers to accessing depository resources for the public: 2

- Viewed from the perspective of size, absence of barriers does not appear to be particularly a function of size

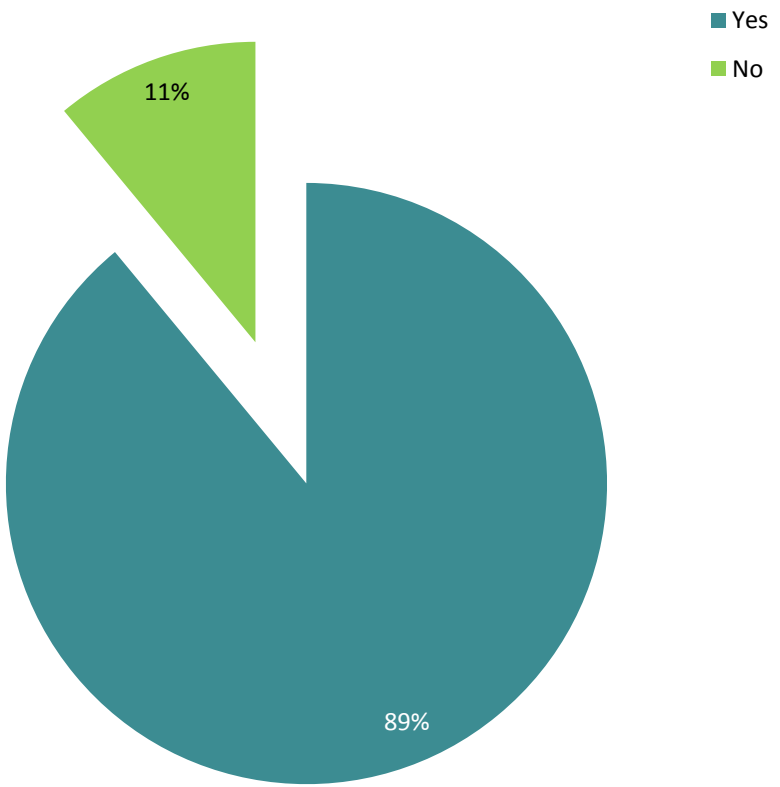
- Similarly, public access computers are an issue for all sizes of library



Q20. Are there any barriers to depository resources (tangible and electronic) for the public?

Sharing survey responses with Library Director/Dean

Clearly, the vast majority of respondents arranged to consult their most senior colleagues in relation to this survey



Q22. Did you share your survey responses with your library directory/dean?

Conclusion

APPENDIX – SURVEY QUESTIONNAIRE

(attached as WORD document)

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In the United States
Call +1 650.342.6060
Fax +1 650.342.7135

30 Primrose Road, Suite 510
Burlingame, California 94010

info@outsellinc.com
www.outsellinc.com

In the United Kingdom:
Call +44 (0)20 8090 6590
Fax +44 (0)20 7031 8101

25 Floral Street, Suite 3.03
London, WC2E 9DS