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		1
4-year college library		2
Community college library		3
Law school library		4
Engineering or technical school library		5
Service academy library		6
Tribal college/university library		7
Other specialized college or university library		8
Federal Government:		
Agency library		9
Court library		10
National library		11
State Government:		
Agency library		12
Highest Court library		13
Other State Court library		14
State library		15
Local Government:		
County or city government library		16
Other government library		17
Public:		
Municipal public library		18
City/county public library		19

City/county public law library	20
County or parish public library	21
Multijurisdictional public library	22
School district	23
Other public library	24
Special:	
Commercial	25
Non-profit	26
Other, please specify: _____	99

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?	
	Potential	**Actual**
Number of Users	<input number xxxxxxxxxxx>	<input number xxxxxxxxxxx>
Don't know	-9	-9

IF Q2-ACTUAL = 0 OR DON'T KNOW, SKIP:

2a	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**? *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	<input number xxxxxxxxxxx>
Number of Other Library Services users	<input number xxxxxxxxxxx>

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)		1
Computers & Internet (computer security, ID theft, online privacy, web accessibility)		2
Defense & Military (armed forces, arms control, homeland security, intelligence, terrorism)		3
Education (elementary, secondary, high school, debate topic, student financial aid, teaching)		4
Environment (air pollution, wildlife, animals, conservation, earth science, global impact, weather)		5
Health & Safety (aging, disease, child welfare, disabilities, health care, social welfare, substance abuse, vital & health statistics)		6
History (American Revolution, Civil War, Great Depression, Gulf War, Korean War, Vietnam War, World War I & II)		7
International (Foreign nations, diplomacy, trade)		8
People & Cultures (art & music, genealogy, languages, religion)		9
Politics & Law (citizenship, civil rights, Congress, copyright, criminal justice, human rights, immigration, intellectual property, elections)		10
Recreation & Travel (home and garden, travel warnings, foreign and domestic travel)		11
Reference (geography, maps, atlases)		12
Science & Technology (aviation, biology, energy, biofuels, mining, nuclear power, physics, robotics, scientific research, space, telecommunications)		13
Census, demographics, urban planning		14
Other, please specify: _____		99

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 on each row*				
		Major Problem	Minor Problem	Not a Problem	Don't Know
Budget constraints		3	2	1	-9
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		1
Reference desk/Help desk (physical) – quick answers		2
Virtual reference assistance (e.g., IM, web-form, Twitter)		3
Consulting services – advising, providing guidance		4
Content evaluation and/or purchasing (e.g., journals, online services, books, etc.)		5
Content integration into other documents or processes		6
Current awareness/Alerting services		7
Customized information products/packages (e.g., newsletters, briefings, etc.)		8
Document delivery/ordering services		9
Providing electronic access to documents		10
Locating subject matter experts		11
Managing physical library and print collections		12
Conducting primary research		13
Conducting secondary research		14
Providing training on searching and effective use of information resources		15
Collaborative workspace, in the library		16
Collaborative workspace, online		17
Workshops conducted at the library		18
Workshops conducted at off-site locations		19
Web site management		20
Other, please specify: _____		99

6	Which of the following **tools, methods, or applications** do you incorporate into managing or delivering information? *Please select all that apply*	
Audio blogs		1
Blogs		2
Collaboration		3
Communities of practice		4
E-mail alerts		5
Web site postings		6
Mash-ups		7
PDAs, mobile devices		8
Podcasts		9
RSS feeds		10
Social bookmarking/Tagging/Folksonomies		11
Social networking		12
Telepresence		13
Videocasting		14
Virtual worlds (e.g., Second Life or Active Worlds – interactive 3D software that simulates human experience)		15
Vlogs (blogs that contain video content)		16
Web conferencing		17
Wikis		18
Fax		19
Scan on demand (paper information products)		20
Scan on demand (microfiche/microfilm)		21
Microfiche duplication		22
Other, specify: _____		99
None of the above [MUTUALLY EXCLUSIVE]		-9

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		1
Qualitative studies on user needs (e.g., personal interviews, discussion groups, advisory boards, etc.)		2
Formal evaluation of product/service portfolio		3
Formal quantitative studies on user satisfaction		4
Formal quantitative studies on value/ROI(return on investment)/outcomes of services		5
Benchmarking studies		6
Other, please specify: _____		99
None of the above [MUTUALLY EXCLUSIVE]		-9

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		1
Variety of delivery media options		2
Customer satisfaction		3
Ease of access		4
Ease of use		5
Timeliness of collection (both current and historical)		6
Overall quality		7
Other, specify: _____		99
None of the above [MUTUALLY EXCLUSIVE]		-9

9	What are the **most important services** provided by the FDLP to your library? *Please select up to five*	
Access to depository materials		1
askGPO		2
Authentication (digitally signing) publications on GPO Access/FDsys		3
Cataloging to national standards		4
Collection development and management tools		5
Conferences		6
FDL Handbook		7
FDLP community site		8
FDLP Desktop		9
Free access to Government fee-based databases		10
Marketing/promotional materials		11
OPAL (interactive Web-based education)		12
Persistent identifier capability in cataloging records to full text (MARC 856)		13
Training		14
User access tools (Browse Topics, Catalog of U.S. Government Publications)		15
Other, please specify: _____		99

9a	Now please indicate the **least important services** provided by the FDLP to your library? *Please select up to five* **PROGRAMMER: DO NOT SHOW SELECTIONS FROM Q9 IN THIS LIST**	
Access to depository materials		1
askGPO		2
Authentication (digitally signing) publications on GPO Access/FDsys		3
Cataloging to national standards		4
Collection development and management tools		5
Conferences		6
FDL Handbook		7
FDLP community site		8
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Free access to Government fee-based databases		10
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Training		14
User access tools (Browse Topics, Catalog of U.S. Government Publications)		15
Other, please specify: _____		99

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		1
Classify publications using the LC Classification System		2
Classify publications using the Dewey Decimal Classification System		3
Deposit of digital files		4
Digitized historical collection of FDLP publications		5
Federated search capability with the Catalog of U.S. Government Publications		6
Item selection flexibility based on recommendations for size of library		7
Item selection flexibility based on subject		8
Item selection flexibility based on geography		9
Item selection flexibility based on collection (e.g., one item number for the Basic Collection, Essential Titles, etc.)		10
Online historical coverage of GPO Access/FDsys titles		11
Print on demand		12
Other, please specify: _____		99
Other, please specify: _____		98

11	Please indicate your level of satisfaction with FDLP services? *Please select one response on each row*						
		Extremely Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Extremely Dissatisfied	N/A
Access to Government Fee-based Databases		5	4	3	2	1	-9
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		1
No		2
Reconsidering at this point in time		3

12a	FOR REGIONALS ONLY: Are you considering changing your designation from regional to selective?	
Yes		1
No		2
Not Applicable (not a Regional)		-9

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		1
More than 10,000		2

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.*	
<input number xxxxxxxxxxxx>		OT
Don't know		-9

14	May any member of the general public access and use Federal government information resources in all formats at your library?	
Yes		1
No		2
Don't know		3

15	Does the library provide reference service for the general public?	
Yes		1
No		2

16	Do you find that depository staffing is adequate to fulfill basic depository responsibilities?	
Yes		1
No		2

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		1
Other publicly accessible bibliographic tool		2
Library Web pages indicate the library is a depository or center for U.S. Government publication collections and expertise		3
Library Web pages highlight U.S. Government information resources		4
Library has the FDLP emblem posted on or near building entrances		5
Library staff are knowledgeable of U.S. Government information resources and use them to answer reference questions		6
Active promotional activities		7
Comprehensive cataloging of publications in remote storage or closed stacks		8
Other, please specify: _____		99

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		1
Maps		2
Microfiche		3
CD-ROMs		4
DVD-ROMs		5
Floppy disks		6
Books		7
Serials		8
Visual materials		9
Mixed materials		10
Posters		11
Integrating resources		12
Other, please specify: _____		99

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		1
Maps		2
Books		3
Serials		4
Integrating resources		5
Databases or data sets		6
Other, please specify: _____		99

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?		1	2
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		1
No		2
My library does not regularly discard depository publications, but we follow the rules when we do so		3
Don't know		-9

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*		
		Barriers	**Describe Work-arounds** **DO NOT FORCE**
Difficult access into the building (i.e., lack of or inadequate ramp, handicapped doors, no elevator to get into the building)		1	<insert long text>
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)		2	<insert long text>
Computer equipment that does not accommodate persons with disabilities		3	<insert long text>
Patron authentication on public access computers		4	<insert long text>
Filtering or blocking software on public access computers		5	<insert long text>
Not open to the general public (i.e., closed nights or weekends, during exam weeks, not open year round)		6	<insert long text>
Age restrictions to depository collections (including online depository resources)		7	<insert long text>
Security guards restrict entry		8	<insert long text>
Signage in public service areas indicates barriers to access with no direction to overcome barriers		9	<insert long text>
Restricted usage policies or instructions displayed on library Web pages or played on library telephone messages		10	<insert long text>
Restricted admittance or institutional identification requirements for building access		11	<insert long text>
Special items from the collection on reserve, in special collections, or in remote storage and not available to all patrons		12	<insert long text>
Other, please explain briefly: _____		13	<insert long text>
No barriers exist [MUTALLY EXCLUSIVE]		-9	

21	Are there any additional comments you'd like to share regarding your needs from the FDLP?
<insert long text>	OT
None	-9

Q22 REQUIRES RESPONSES

22	Please provide the following information below:		
Depository Library # (e.g., 0064D) <insert number>		OT	
Survey Completed by: <insert text>		OT	
Did you share your survey responses with your library directory/dean?		❑Yes	❑No

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.
Programmer: Include a date stamp field for when surveys are submitted
EXIT to http://www.fdlp.gov