Report and Recommendations
of the
Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group

A working group of the Depository Library Council

March 31, 2023

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Hugh Nathanial Halpern, Director
U.S. Government Publishing Office
732 North Capitol Street, NW
Washington, DC 20401

Dear Director Halpern,

As Chair of the Depository Library Council, I am pleased to transmit *Report and Recommendations of the Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group* to you.

In addition to members of the Council, the Working Group had representation from the depository library community and from the Government Publishing Office. Over the past year during the course of their research they analyzed data, interviewed people from professional organizations, and conducted a survey of 500 depository coordinators at libraries with unique challenges. The survey recipients represented eight segments of the Federal Depository Library Program (FDLP) that the Working Group identified as having unique challenges or underserved populations.

One of their recommendations is to make the Working Group a standing subcommittee of the Council. They view their findings as a baseline from which improvement and progress can be measured. The Working Group members also recognize a need to look at additional segments of the FDLP, to observe trends, and to help facilitate inclusion, diversity, and equity in access to Government information in these depository libraries. Council supports this effort, and their other recommendations.

On behalf of the Council, I want to acknowledge the great energy and work of the Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group that resulted in this report and the recommendations. Should you have questions or need additional information, please don't hesitate to contact me.

Sincerely,

Lisa Pritchard

LISA PRITCHARD
Chair, Depository Library Council

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Acknowledgements

List of Acronyms

ADA	Americans with Disabilities Act
ALA	American Library Association
ANNH	Alaska Native and Native Hawaiian
ASERL	Association of Southeastern Research Libraries
ATALM	Association of Tribal Archives, Libraries, and Museums
CDC	Centers for Disease Control
CFDP	Collaborative Federal Depository Program (A program of ASERL)
CGP	*Catalog of U.S. Government Publications*
DLC	Depository Library Council
ED	U.S. Department of Education
FDL	Federal depository library
FDLP	Federal Depository Library Program
GPO	U.S. Government Publishing Office
HBCU	Historically Black Colleges & Universities
HHS	U.S. Department of Health and Human Services
HSI	Hispanic-Serving Institutions
JCLC	Joint Council of Librarians of Color
NARA	National Archives and Records Administration
N&O	Needs and Offers
OSHA	Occupational Health and Safety Administration
PPC	Primary int of Contact
PSA	Public Service Announcement
TCU	Tribal Colleges and Universities
UCUP	Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group
USDA	United States Department of Agriculture

Introduction

Keeping the citizens informed is a long-standing tenet of The Government Publishing Office (GPO) and The Federal Depository Library Program (FDLP) since their beginnings in the 19th century. As the information industry transformed to a more diverse and digital world, serving all communities equitably is increasingly more challenging, yet the FDLP continues to strive to meet that need.

This Working Group grew out of the overwhelming response from a presentation at the Fall 2021 Federal Depository Library Conference entitled *Addressing the Unaddressed: The Significance of Tribal and Historically Black College & University Federal Depository Libraries*. The speakers eloquently pointed out several inequities at these depository libraries. They also discussed the significant role of the Federal Depository Library Program (FDLP) in helping these institutions build their collections and provide government information to their users. Based on some of the comments and questions raised during the presentation, and the Q&A that followed, the members of the Depository Library Council (DLC) agreed that a working group to explore these issues should be established. Subsequently, in December 2021, the DLC Chair sent a letter to GPO Director Halpern requesting the creation of a working group to explore the issues and concerns related to Federal depository libraries that have unique challenges or serve primarily underserved populations.

In January 2022, Director Halpern established this Working Group to study and offer solutions for depository libraries with unique needs and challenges that impact their ability to provide access to depository resources. Over the course of the year, the Working Group followed the literature, analyzed Biennial Survey data, had conversations with leaders in library organizations that represent affinity-focused institutions, and administered a survey to the depository coordinators in eight segments of the FDLP.

Scope

The Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group was charged with studying Federal Depository Libraries (FDL's) at affinity-focused institutions and other FDLs with unique needs and challenges that impact their ability to provide access to tangible and digital depository resources. The Working Group was also tasked with determining possible solutions and providing recommendations that include ways in which the Government Publishing Office can better support these libraries.

The committee began meeting in early 2022 to identify which depository libraries to include in the study. Since the charge specified FDL libraries at "affinity focused institutions", it was agreed that Historically Black Colleges and Universities (HBCU), Tribal Colleges and Universities (TCU), and Hispanic-Serving Institutions (HSI) would be included.

The Working Group discussed other FDL with unique needs and challenges to be examined. It was determined that Alaska Native/Native Hawaiian, Community College, Rural, Small Public, and Urban depository libraries would be included, bringing the total number of subgroups to be study to eight.

The Working Group looked to the definitions to further refine the scope of depository libraries to include in the study. Official Government definitions exist for most of the subgroups being studied. See Appendix A for the definitions and how they were applied to obtain the depository libraries to include in this study.

Findings and Recommendations

There was some overlap of depository library representation among the groups. This provided insight into the extent of the challenges facing depository libraries today.

A review of the data from the last three Biennial Survey of Depository Libraries by the UCUP Subgroups revealed, with slight variations in priorities, budget cuts, space constraints, and staffing reductions as their major concerns or challenges. Given these challenges, most of their near-term plans included inventories and weeding the depository tangible collections in order to transition to an all-digital depository collection.

UCUP conducted a survey of all the depository coordinators at the libraries included in the groups covered in this study. In total, 500 survey emails were sent, representing almost half of the libraries in the FDLP. There were 92 respondents (18%) to the survey, which focused on the challenges facing them and the services they offer or would like to see GPO provide.

Working Group members benefitted from attending conferences and workshops that focused on challenges, accomplishments, and innovations of libraries at affinity-focused institutions or libraries with unique needs. When feasible, Library Services and Content Management (LSCM) staff should take advantage of these opportunities, not only to learn, but to reach out to these libraries and associations. Possibilities to forge new partnerships could be on the horizon.

The need for training and guides was mentioned across most of the groupings. Some pretty specific topics for training were mentioned, such as, videos on how to search the *Catalog of U.S. Government Publications* for databases and comprehensive websites, how to conduct better outreach, serving the underserved, and on materials in languages other than English. More general training topics were identified as well, for example, introductory training guides, and how to search for materials from specific agencies. Depository libraries studied

could benefit from training that is targeted to their particular demographics. Also, outreach efforts through direct campaigns and attendance at association meetings and conferences will benefit both the libraries and GPO.

Each of the subgroups voiced the need to continue their work beyond the time allotted for this report. While much was learned from depository library biennial survey data and the survey that UCUP administered, this set the baseline from which improvement and progress can be measured. Further, this will allow the Working Group to continue exploring issues affecting FDLP libraries that work with underserved communities and have unique challenges. Conducting focus groups will allow a deep dive into the issues. Extending the life of the UCUP Working Group also will allow for the study of additional groups that were identified, but for which there was not enough time to research for inclusion in this report. One example of such a group was in a response to the UCUP Working Group survey specifically asked us to study Primarily Black Institutions (PBI) that are not HBCU.

Given these findings, the Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group offers the following recommendations:
- Review training resources, refresh as necessary, and develop educational resources identified in this report and resources that are targeted to particular demographics of the library segments studied.
- Establish a primary point of contact (POC) for depository library segments addressed in this report. The POCs should engage in outreach and they should be encouraged to attend conferences and workshops that focus on these groups.
- Extend the life of the Working Group by making it a permanent subcommittee of the Depository Library Council.
- Facilitate continued research and identification of segments of depository libraries by including the following fields in the *Federal Depository Library Directory*:
    - Alaska Native/Native Hawaiian-Serving Institutions (ANNH);
    - Hispanic-Serving Institutions (HSI);
    - Rural Libraries; and
    - Urban Libraries.
- Adopt the definitions of the segments used in this study.

Methodology

The library segments or groupings UCUP studied and reported:
- Alaska Natives/Native Hawaiians
- Community Colleges

- Hispanic-Serving Institutions
- Historically Black Colleges and Universities
- Rural
- Small Public
- Tribal College
- Urban

Once the scope of UCUP was determined, various activities were identified for each subgroup to complete to inform them of the challenges facing libraries in the segments, and the ongoing work to address those challenges. Activities included:

- Literature was reviewed[1];
- Professional organizations were contacted; and
- Data from the 2017, 2019, and 2021 Biennial Survey of Depository Libraries were analyzed.
- Data from the survey UCUP developed and administered were analyzed.

Appropriate organizations were contacted, including the HBCU Library Alliance, and REFORMA, the National association to promote library and information services to Latinos and Spanish Speaking. UCUP met with representatives from these organizations and engaged in informative discussions about their member libraries, challenges, and their initiatives.

Specific questions from the Biennial Survey of Depository Libraries were consulted for the years 2017, 2019, and 2021. To gather comparative trend data related to issues, the subgroups focused on the questions related to challenges of the library during the previous two years and the plans of the library over the next two years. The wording of the questions varied from survey to survey, but the intent of was the same. The 2021 Biennial Survey questions 7 and 8 were:

Q7: What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. Select all that apply.

☐ Budget cuts   ☐ Natural disaster
☐ Cataloging project   ☐ New training initiatives
☐ Collection move   ☐ Preservation project

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[1] A selected annotated bibliography of primary and secondary sources from the literature review can be found in Appendix E.

☐ Facility issues (e.g., burst pipes, mold) ☐ Space constraints
☐ Facility renovation ☐ Staff cuts or turnover

Q8: What are your library's major plans for the depository operation in the next two years? Select all that apply.

☐ Conduct a preservation project
☐ Digitize U.S. Government publications
☐ Enter into a new Selective or Shared Housing Agreement to house regional copies at an alternate location
☐ Inventory tangible collections
☐ Move FDLP material to a new location (within library building, new building, offsite storage)
☐ Plan strategic community outreach
☐ Renovate facilities
☐ Retrospectively catalog U.S. Government publications

☐ Train library staff in the use of U.S. Government information
☐ Transition to a digital digital-only depository and discontinue receipt of future tangible depository material
☐ Undertake a large large-scale systems project, such as replacing or implementing a new library system platform
☐ Weed tangible collections
☐ Do not have any plans
☐ Other. Please specify:

Additionally, UCUP developed and administered a survey that went to the depository coordinators of the 500 libraries in the groupings. The survey focused on the different types of services the depository library offers to a unique population of users of government information and the barriers or challenges they face. Responses were divided and analyzed by segments. See Appendix B for the UCUP Working Group Survey and Appendix C for the Biennial Survey data analysis and UCUP survey responses. Survey responses that received more than a 20% response rate were deemed noteworthy.

Subgroup Reports

1: Community Colleges
Members: Renée Bosman, Aimée Quinn

Work began with a scan of literature relevant to library services for underserved communities and created a review in the form of an annotated bibliography. This was an informative exercise, as the literature review is what prompted the inclusion of this subgroup, which was not part of the initial list of groups for study. While this work was ongoing, we also analyzed selected questions from the 2017, 2019, and 2021 Biennial Surveys. These questions – related to challenges, issues, and plans, and two per survey year – were chosen by the Working Group for examination within every subgroup. Additionally, a survey was administered to depository coordinators at community colleges, designed to learn more about their unique needs and challenges that impact their ability to provide access to tangible and digital depository resources. The survey enabled us to gather richer, longer responses than those submitted for the Biennial Survey.

The sample set of community college depositories was created from the *Federal Depository Library Directory* and includes all depositories with Community College listed as Library Type. This set included 49 current depository libraries, with small overlap with other identified subgroups of underserved populations, namely Hispanic Serving Institutions and rural libraries. In the analysis of Biennial Survey responses, any response submitted by at least 20% of the sample size was flagged as noteworthy. See Appendix C for all the biennial survey response data.

The Working Group's survey was emailed to all depository coordinators in the sample set. Overall community college response rate for the survey was 32%, with 15 respondents.

Conferences/Workshops/Meetings
Renée Boseman attended an ALA Webinar, *Rural & Tribal Libraries = Community Anchors in the Digital Divide* on April 21, 2022. The topics of advocacy and accessibility addressed in this panel discussion were directly applicable to the work of the UCUP working group. In addition, one panelist, Allison Waukau of Hennepin County Library, spoke of representation in the materials themselves. While she was specifically addressing indigenous representation in children's literature, the idea could be more broadly considered to ensure that underserved populations are taken into consideration when government information is both created and disseminated.

Aimée Quinn did not attend any specific workshop or meeting devoted to community colleges; however, her workspace is based on a community college library. While she works for a major university, her campus shares space on a community college and her work overlaps with community college students which gives her a good understanding of the specific needs of these students within their rural community.

Discoveries

Three themes carried across all years of the biennial survey that were analyzed: budget, staffing, and space. In 2017, 62% of depositories at community colleges reported that staffing was one of the biggest issues faced by their library, but thankfully that number declined in 2019 and 2021, with only 27% reporting the same in 2021.

The shift from tangible to digital is also a common theme among these depositories, with 27% stating in 2021 that they are transitioning to a digital depository. Weeding tangible publications is regularly conducted at many of these libraries as well, with over 50-60% listing weeding among their major plans in all three sets of survey responses.

Some of these same issues were addressed by the respondents of the UCUP Working Group Survey as well, particularly the challenges surrounding adequate staffing. Two additional challenges that surfaced from this more focused survey were limited broadband and connectivity issues in the communities served, and low usage of the government information collection. However, the latter may be only a lack of use of the tangible collection, and it may be useful to gather more specific information about collection usage. It may also be useful to survey users directly in addition to the depository coordinators.

Challenges

Our biggest challenge was the time constraint. The information we gathered from the Biennial Survey data and the Working Group survey was sufficient to provide an overall sense of challenges and trends, but additional time to identify and work with focus groups may give us a richer, more nuanced picture of some of the issues facing these depositories.

2: Hispanic-Serving Institutions (HSI)

Members: Jane Canfield, Cynthia Etkin, Aimée Quinn

The Federal depository library Hispanic-Serving Institutions were identified by matching depository library parent institutions in the *Federal Depository Library Directory* with the 2022 list of HSI institutions from the U.S. Department of Education, Office of Postsecondary

Education. Of the 545 institutions listed, 73 (13%) are designated Federal depository libraries.

Work began with combing the literature relevant to HSI and library services. While reviewing the literature was ongoing, analysis of selected questions from the 2017, 2019, and 2021 Biennial Survey of Depository Libraries commenced. The questions related to challenges and issues the library faced over the previous two years, and library plans for the next two years, which covered the span of the biennial survey cycle. The UCUP survey was designed to learn more about the services offered and the challenges and unique needs that affect their ability to provide access to tangible and digital depository resources. It was emailed to all depository coordinators of the 73 HSI libraries. The overall HSI response rate for the survey was 18%, with 13 respondents.

Conferences/Workshops/Meetings
Aimée Quinn had the opportunity to attend the following three events:
1. Arizona HSI Summit, Avondale, AZ, Estrella Community College, October 7, 2022
2. HSI and Terminology webinar, Northern Arizona University, December 1, 2022
3. HSI : Panel Discussion | Complexities and Nuances in Understanding Latinx Identities, Zoom, Northern Arizona University, February 15, 2023

Arizona's HSI commitment and challenges to the communities were evident at these events. Each institution shares a common goal to increase their "servingness" to their Hispano/Latino students, faculty, staff, and community. There is an increasing awareness that more must be done than has been accomplished over the past 30 years.

Discoveries
Three themes carried across all years of the survey that were analyzed: budget and staffing, collections and space concerns, and transitions leading to change. In 2017, 48% of depositories at HSIs reported that budget was one of the biggest issues faced by their library. However, that number declined by 8% of respondents in 2019. And of those surveyed in 2021, 30% indicated that their budget was the biggest issue.

Weeding resources and collections was prevalent as depository libraries reported this as preparing to shift to a more digital environment. Weeding tangible publications is regularly conducted at many of these libraries. In the 2017 Biennial Survey, 70% of HSI depository coordinators reported collection weeding projects were planned over the next two years. This dropped to 68% of respondents in the 2019 Biennial Survey, while dropping to 60% in 2021. One can only speculate how these plans were affected by the COVID-19 pandemic.

Some of these same issues were addressed by the respondents of the UCUP Working Group Survey as well, particularly the challenges surrounding adequate staffing. A new challenge emerged from this survey, language obstacles. While 70% of respondents indicated they have staff who speak or can translate Spanish, only one indicated they have Spanish language finding aids. Four respondents (31%) conveyed that their state or local governments provide materials in Spanish. And when asked, "Are there services or resources you would like to see the FDLP or GPO offer to make it easier to assist your communities of users?" two depository coordinators indicated they would like to see more research guides in Spanish. One indicted they would like to see core Government publications in Spanish (preferably online). A fourth depository coordinator responded that more content in Spanish language and audio and braille formats are needed. See Appendix C for more comprehensive data.

These responses lead the HSI subgroup to explore Federal agency websites for languages other than English. Many Federal websites allow users to change the default language from English to Spanish — and a variety of other languages. However, getting to publications in multiple languages is more difficult.

USA.gov offers an excellent list of government agencies which can be used to further search for information in other languages and for services to underserved groups. GPO's *Catalog of U.S. Government Publications* (CGP) allows searching for publications by language in the Advanced Search. Pueblo.GPO.gov has search capabilities and access to consumer-oriented publications in Spanish in several topical areas.

The Centers for Disease Control and Prevention (CDC), Medline Plus, Ready.gov, and the Occupational Safety and Health Administration (OSHA) are also among the agencies that offer publications in languages other than English. Other sites offer a "languages" option on opening the site which redirects the user to publications in multiple languages. Many sites, however, require some concentrated effort to arrive at information and publications available in languages other than English. See Appendix D for a partial list of websites which provide information in multiple languages.

Most Government publications in languages other than English are geared toward the general public. The majority of publications are in Spanish and most are in the areas of health, education, disasters, and workplace needs. Laws and legal information are only available in English. There is great need for more publications in languages other than English. Also, there is a need for those publications at different levels, especially for children

and for those working at an academic level. Finally, there is a need to make the information published in other subject areas more easily accessible.

Challenges

The biggest challenge for the HSI Subgroup was the time constraint. The information we gathered from the Biennial Survey and the UCUP Working Group Survey was sufficient to provide a general sense of challenges and trends, but additional time to work with focus groups may give us a richer, more nuanced pictures of some of the issues facing these depository libraries and their communities, as well as solutions to meet those challenges.

3: Historically Black Colleges and Universities (HBCU)

Members: Cynthia Etkin, Allen Moye, Celeste Welch, Jonathan Underwood

The first task was to identify a subset of HBCU libraries included in the biennial survey. We discovered that of the 99 HBCUs, thirty-one are designated federal depository libraries. However, survey responses were received from only 28. We set out to review the data from the biennial survey to identify trends and affecting these libraries.

Reviewing the literature was an ongoing task. Various articles, research studies and websites were reviewed and shared to better understand the broader issues and concerns of HBCU institutions. We were specifically interested in anything that directly or indirectly affected library services. For more detailed context, we reviewed some of the literature provided during the fall 2021 HBCU/Tribal Libraries panel presentation that researched and discussed the history and development of HBCUs and the uniqueness of their collections. In addition, we read a range of articles and research studies describing how many of these institutions have managed to survive and thrive despite economic challenges and racially discriminatory barriers. See [Appendix E](#) for the annotated bibliography.

A review of the data from the 2017, 2019 and 2021 biennial surveys was conducted to see if there were any trends or issues we could track. We narrowed our scope to the following two questions, from the 2021 survey.

1. What significant projects or events affected your FDLP operations in the last two years?
2. What are your library's major plans for the depository operation in the next two years?

A summary of findings from the biennial survey data analysis revealed that more than 60% of respondents indicated "staff cuts or turnover" as a significant event affecting their FDLP operations. Other disruptions were attributed to "budget cuts" (25%), space constraints, collection moves and cataloging projects (each at 23%). As for plans for their depository operations, 71% indicated "weeding their tangible collection" and 32% reported a need to "train library staff in the use of U.S. government information". See Appendix C for more Biennial Survey results.

In late January 2023, the UCUP Working Group Survey of Depository Coordinators was sent out to 500 FDL libraries. Thirty-one were identified as being part of an HBCU institution. Eight responses were received, representing 26%. When asked to describe any challenges to their community of users, responses included "lack of Internet & computers; "not knowing where to look"; and "limited knowledge on how to use the collection." See Appendix C for more UCUP survey results.

After reviewing the survey data, we wanted to reach out to community members to get firsthand observations and commentary. We arranged to meet with Mantra Henderson, Director of Library Services, Mississippi Valley State University, a member library of the HBCU Library Alliance. Although Ms. Henderson's library is not a member of the FDLP, she shared her perspective on some of the issues facing an HBCU library in a small rural community. One revelation from our discussion was the possible lack of awareness some HBCU libraries may have about the FDLP and its benefits.

Discoveries
Given the history of disparity in appropriations to HBCUs compared to Predominantly White Institutions (PWI) as discussed in the literature, it should be no surprise that only about a third of the nation's HBCUs participate in the FDLP. Some have left the program in the past few years, and it would be interesting to get more information as to why.

Challenges
The biggest challenge the HBCU Subgroup faced was time. The information gathered from the literature, the Biennial Survey data, and the UCUP Survey helped to provide an overall sense of some of the issues and challenges of HBCU depository libraries. Time to identify and work with additional data and to convene focus groups will give a clearer picture of the issues facing these depositories and help to identify long-term solutions.

4: Rural Libraries
Members: Cynthia Etkin, Jaime Hayes, Amy Laub, Allen Moye

Our initial task was to identify a subset of FDLP libraries that are considered to be rural. GPO does not categorize FDLP member libraries as rural, and the standards used to classify rural libraries vary. The Federal Government itself has multiple definitions of rural depending on the program. The U.S. Department of Agriculture (USDA), Department of Education (ED), and Department of Health and Human Services (HHS) all have different methods for determining "Rural" areas. The American Library Association (ALA) and other professional organizations consider a public library to be small or rural, if its population of legal service area is 25,000 or less. This delineation is important because the manner of classification can impact how and to whom resources are provided.

After much deliberation, the decision was to use [Federal Information Processing Series](#) (FIPS) state codes and data from the 2010 Census to identify rural libraries. The Census Bureau defines "rural" as encompassing all population, housing, and territory not included within an urban area. The five-digit FIPS Code is included in each library entry in the *Federal Depository Library Directory* (FDLD). We were able to take an export of the FDLD that included basic information about the library and the FIPS code and mash it up with the data from the 2010 Census County Rural level. For our final review, we only looked at libraries that were in counties that were 50% rural or higher. This left us with 99 FDLP libraries in rural areas.

A review of the data from the Biennial Survey of Depository Libraries from 2017, 2019 and 2021 was undertaken to determine if there were any trends or issues we could track. From 2017, 72% of respondents reported their biggest issue of concern to be budget constraints, 63% indicated it was staffing and 45% indicated use of physical space. As for major plans, weeding "selectively" was reported from 54% while 36% indicated "extensive" weeding. From 2019, the biggest issue affecting their FDL operations was "collection move" reported by 18% of respondents. Major plans still focused on "weeding" at 72% and "inventory" at 63%. In 2021, 63% of respondents identified system migration as the major project affecting their operations. This was followed by staff cuts and turnover at 44%, and budget cuts are 21%.

In late January 2023 the UCUP Working Group Survey was sent out to 500 depository library coordinators, of which 98 were identified as rural — based on the criteria used to extract data from the biennial surveys. We received 17 responses, representing 17% of the rural depository libraries and 3% of all depository libraries included in this study.

Conferences/Workshops/Meetings

Jaime Hays attended the Association for Rural and Small Libraries (ARSL) conference, held in Chattanooga, TN, September 14-17, 2022. She reported a lack of awareness of many of the resources offered by GPO and suggested that GPO broaden its outreach efforts to better educate and inform the members of ARSL. One recommendation is to have a presence at conferences like this.

We also contacted Jennie Garner, director at North Liberty Library in Liberty, Iowa and President of ARSL president. She attended one of our sub-group meetings to discuss some of the challenges facing small and rural libraries. She echoed the need for more training and awareness of the resources available through GPO.

Discoveries

That there is a strong coalition of associations and organizations focused on building community and assisting many of the smaller rural libraries to meet their challenges.

Challenges

The initial challenge of defining what should be considered a rural library for our purposes, delayed our work.

5: Small Public Libraries

Members: Renée Bosman, Aimée Quinn

We began on our work by scanning the relevant literature for public libraries, underserved communities, minorities, and Federal depository libraries to develop an understanding of the state of public libraries and the challenge they face. While this work was ongoing, we examined data from selected questions from the 2017, 2019, and 2021 Biennial Survey of Depository Libraries. These questions related to challenges, issues, and plans. A survey developed and administered by UCUP was sent to depository coordinators at small, public libraries to learn more about their services, unique needs, and challenges that impact their ability to provide access to tangible and digital depository resources.

The sample set of depositories at small, public libraries was created from the *Federal Depository Library Directory* and includes depositories with "Public " listed as library type and "Small" (less than 250,000 volumes in the library) as library size. This set initially included 44 current depository libraries, but we removed one from the data set, because as a large library it did not fit within the scope of this study. There was one instance of overlap with

other identified subgroups of underserved populations, as Nashua Public Library is both an urban library and a small, public library. In the analysis of Biennial Survey data, any response submitted by at least 20% of the sample size was flagged as noteworthy. See [Appendix C](#) for the Biennial Survey analysis.

The Working Group's survey was emailed to all depository coordinators in the sample set. Overall response rate for the survey was 18%, with 12 responses from depository coordinators at small, public libraries.

Conferences/Workshops/Meetings

Renée Boseman attended an ALA Webinar, *Rural & Tribal Libraries = Community Anchors in the Digital Divide* on April 21, 2022. The topics of advocacy and accessibility addressed in this panel discussion were directly applicable to the work of the UCUP Working Group. In addition, one panelist, Allison Waukau of Hennepin County Library, spoke of representation in library materials themselves. While she was specifically addressing indigenous representation in children's literature, the idea could be more broadly considered to ensure that underserved populations are taken into consideration when Government information is both created and disseminated.

Aimée Quinn attended three webinars related to public libraries and minority groups within the southwest. Each one was unique and dealt with specific issues ranging from how students or users identified themselves or their families culturally to storytelling and how much of the stories shared significant details about how to approach reference questions. These webinars are all part of a series developed with the Arizona HSI initiative, which the academic institutions in the state agreed to fund in order to provide better services and meaning to students across the state.

Discoveries

Three themes carried across all years of the Biennial Survey that were analyzed: staffing, training, and weeding of collections. It was interesting to see the need to train more library staff in the use of U.S. Government information as one of the more common plans among this subgroup – with a high of 33% of respondents in 2021 – as this need did not surface as much in our team's other subgroup, Community Colleges. One similarity to the community colleges group was around weeding, mentioned by 30-60% of respondents, depending on the year. The largest challenge, budget constraints, identified by 73% of respondents in 2017, lessened in subsequent years, with only 17% of 2021 respondents mentioning budget cuts.

Challenges surrounding adequate staffing were addressed by the respondents of the UCUP Working Group Survey. "Limited staff with extensive responsibilities" and "time to take continuing education classes" were two comments to illustrate this point. Additionally, the lack of reliable internet service and language barriers were mentioned as challenges. One respondent stated that "patrons are not sure what they need and don't recognize the language in the information we do find." Indeed, our small sample size of twelve libraries have finding aids in numerous languages — English, Spanish, Korean, Chinese, French, Hindi, Russian, Portuguese, and Telugu — suggests the need to offer both materials and support in languages other than English.

Challenges

Our biggest challenge was the time constraint. The information we gathered from the Biennial Survey data and the UCUP Working Group Survey was sufficient to provide an overall sense of challenges and trends. Additional time to identify and work with focus groups may give us richer, more nuanced pictures of some of the issues facing these depositories, and possible solutions.

6: Tribal College Libraries and Alaska Natives/Native Hawaiians

Members: Cynthia Etkin, Robert Mead, Jennifer Morgan, Todd Scudiere

The 2017, 2019, and 2021 Biennial Surveys highlight concerning issues for Federal depository libraries in Tribal College libraries including budget constraints, the lack of plans for program improvement, staff cuts, and the need to train new staff regarding Government information. In 2017, seven of the nine institutions reported budget constraints. Three of the nine had no plans regarding their Government documents program. Three planned to hire and train Government documents staff. Three planned to explore the transition to a digital documents program. In 2019, four of the institutions reported having no plans for their documents program and two noted the need to train staff. By 2021, four of the nine institutions reported a problem with staff cuts or turnover and a fifth noted on-going budget constraints. Four of the nine institutions continued to report no plans for the documents program and four noted the need for staff training.

The libraries serving Alaska Natives/Native Hawaiians had similar responses in the 2017, 2019, and 2021 Biennial Surveys. In 2017, all six of the responding libraries noted budget constraints and four of the six noted issues with staffing and noted that they planned to focus on hiring and training new staff. In 2019, four of seven libraries noted staff and budget cuts as significant problems with six of the seven planning to weed their collections and four

of the seven noting the need to train library staff in government information. In 2021, six of the seven libraries noted budget and staff cuts as their primary program problems. Their plans focused on weeding, inventory, space issues, and staff training.

Four libraries serving tribal, Alaskan Native, and Native Hawaiian communities responded to the UCU{ Working Group Survey. Their open-ended answers added additional concerns. The print collections are lightly used, in one case primarily by students in the Forestry Program. Another library reported the need to drive an hour or more or even take an airplane trip to visit a depository library. Internet access remains a significant barrier. In one library, they no longer get IRS forms in print, requiring staff to have to print the forms for patrons who have to pay for the printing. Another library reports that "Many patrons do not have computers or internet access and must rely on FDLs for electronic access to Government information" and yet another library notes that their rural campuses do not have high speed internet connections.

Conferences/Workshops/Meetings
Todd Scudiere attended the 2022 International Conference of Indigenous Archives, Libraries & Museums, hosted by the Association of Tribal Archives, Libraries & Museums (ATALM) in Temecula, CA. As part of this conference, he attended an all-day workshop entitled "Locating and Using Native American Archival Collections in Federal Repositories." This workshop was conducted by Nathan Sowry, Reference Archivist, Archive Center, National Museum of the American Indian. In addition, there were representatives from the National Museum of Natural History, the National Archives and Records Administration (NARA), and the Library of Congress.

The participants spent the day learning about where and how to search for Native American related archival materials. Perhaps even more importantly, they learned about what is *not* available online, and how important direct communication is with archivists and librarians. GPO was given special mention during the workshop and in the handouts for our published hearings resources and the importance of the valuable testimony, exhibits, maps and other materials that they contain.

It was noted that Federal agencies should indicate on their websites that they welcome input, suggestions and comments from the Native American community. If no such message is conveyed, many assume that we do not want it. There was one case during a session where a young woman shared that her mother knew the names of all ten ancestors in a NARA photo online. Her daughter encouraged her mother to email NARA so the names could be tagged. Her mother told her she assumed NARA had no interest in her information.

This led NARA to state more clearly on collection pages that they very much welcome and desire input and feedback.

Tribal representatives at this workshop wanted to know if there was an individual or a group designated full-time at our Federal agencies to serve as a point of contact and advocate for them. They also wanted to be invited to contact them. There is a definite need for Federal agencies to make themselves available for ongoing one-on-one communication with tribal communities. Building trust and community between Federal agencies and Native Americans is paramount and builds over time. It is a two-way street. We reach out to them, but we also invite them to come to us to let us know their needs and concerns. It is both timely and essential for GPO that Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group of the Depository Library Council become a standing group to help serve the needs of the tribal libraries and Native American community.

7: Urban Libraries
Members: Cynthia Etkin, Robert Mead, Jennifer Morgan, Todd Scudiere

The first and biggest hurdle for the Urban Libraries Subgroup was determining how to define and scope "urban." We turned first to the Census Bureau as they delineate urban areas after each decennial census. What we found was based on the 2010 census and included specified totals for population density, housing, and "adjacent territory with non-residential urban uses as well as territory with low population density included to link outlying densely settled territory with the densely settled core." More appealing was the Office of Management and Budget's (OMB) core-based statistical area (CBSA), which used the 2020 census. There are 927 CBSAs in the United States, and the Urban Libraries Subgroup narrowed this to metropolitan statistical areas with a population of over four million. Mapping these areas to the depository libraries produced a list of 184 depository libraries, making the Urban Libraries the largest group to be analyzed.

Data were pulled from the *Biennial Survey of Depository Libraries* for the years 2017, 2019, and 2021 to determine some trends in challenges these libraries faced and to view the plans for the upcoming two years, as the other subgroups did. Among the major challenges are staffing issues rise to the with 34% of libraries reporting staff cuts or turnover; 21% are experiencing space constraints, 15% are undergoing systems migrations, and 12% suffered budget cuts.

As we turn to look at what is happening with depository library collections, we find that almost half (48%) of the urban libraries are weeding or planning to weed their tangible

collections. For 14% of those libraries the aim is to become an all-digital depository library, while others are transitioning to a more digital depository with a limited collection of tangible materials. Staff training activities are planned in 20% of Urban Libraries. This is one of LSCM's strengths and can offer depositories support in this area.

There were thirty-three responses (18%) from Urban Libraries to the UCUP Working Group Survey. In many areas, responses are comparable to what we learned from the Biennial Surveys. Two years later, staffing is still a major issue for 24% of the survey respondents. Twenty-four (73%) reported that digital/online resources are the preferred format for their users. When asked if there are Government information resources with which library staff have difficulty assisting your communities of users, 52% replied "no" and the 5% who responded in the affirmative, mentioned difficulty with microforms; budget documents; Federal case law; and, understandably, restricted information data. And one person mentioned staff having difficulty with all Government information, but explained that this is staff training issue.

When asked what the FDLP and GPO can do to help make it easier for them to assist their users, responses can be categorized into training needs and resource formats. Training needs include:
- Retention guidance.
- Creating guides or finding tools for online Government information targeted for the general public.
- Enhancing familiarity with Government information and FDLP tools and resources (web casts were suggested).
- Outreach strategies.
- Help with materials in languages other than English.

Regarding information resource formats, the following were expressed:
- Continued digital imaging of the tangible legacy collection, for those depository libraries that aim to have an all-digital or mostly digital collection.
- Continued print distribution of legal materials.
- Order "a la carte" for current health information resources.
- Need for a budget document that has "less narrative" and more data tables, particularly with specific spending categories.

Challenges
We have seemingly touched the tip of the iceberg. More is needed to do a deep dive into the data we have. And this needs to be supplemented with focus groups to address ambiguities in our data and to meet with depository users. Additionally, there are other segments of the depository community to be studied.

Appendix A: Subgroups Defined

Alaska Natives and Native Hawaiian-Serving Institutions (ANNH)

An Alaska Native-serving Institution is a postsecondary institution that receives Federal discretionary funding to improve and expand its capacity to serve Alaska Native students. At these colleges and universities, undergraduate students who identify as Alaska Native make up at least 20 percent of total enrollment. Higher Education Act (HEA) of 1965, as amended (20 U.S.C. 1059d)

A *Native Hawaiian-serving Institution* is a postsecondary institution that receives Federal discretionary funding to improve and expand its capacity to serve Native Hawaiian students. At these colleges and universities, undergraduate students who identify as Native Hawaiian make up at least 10 percent of total enrollment. Higher Education Act (HEA) of 1965, as amended (20 U.S.C. 1059d)

This subset of depository libraries was identified by matching depository library parent institutions with the list of ANNH institutions from the U.S. Department of Education, Office of Postsecondary Education.

Junior or Community Colleges

As defined by 20 U.S.C. §1058(f), a community college is an institution of higher education that:

1. Admits as regular students, persons who are beyond the age of compulsory school attendance in the State in which the institution is located and who have the ability to benefit from the training offered by the institution;
2. That does not provide an educational program for which it awards a bachelor's degree (or an equivalent degree); and that
3. Provides an educational program of not less than 2 years that is acceptable for full credit toward such a degree, or offers a 2-year program in engineering, mathematics, or the physical or biological sciences, designed to prepare a student to work as a technician or at the semi-professional level in engineering, scientific, or other technological fields requiring the understanding and application of basic engineering, scientific, or mathematical principles of knowledge.

This subset of depository libraries was identified by those that have the Academic Community College Library Type in the *Federal Depository Library Directory*

Historically Black Colleges & Universities (HBCU)

The *Higher Education Act of 1965,* as amended, defines an HBCU as: "…any historically black college or university that was established prior to 1964, whose principal mission was, and is, the education of black Americans, and that is accredited by a nationally recognized accrediting agency or association determined by the Secretary [of Education] to be a reliable authority as to the quality of training offered or is, according to such an agency or association, making reasonable progress toward accreditation." ([20 U.S.C. §1061](#))

This subset of depository libraries was identified by those depository libraries that have HBCU tagged in their *Federal Depository Library Directory* entry.

Hispanic-Serving Institution (HSI)

An HSI is an institution of higher education that certifies to the satisfaction of the Secretary [of Education] that it meets the following criteria: An institution that has an enrollment of undergraduate full-time students that is at least 25 percent Hispanic; in which not less than 50 percent of the Hispanic students are low-income individuals (i.e., their families' taxable income for the preceding year did not exceed 150 percent of the poverty level) who are first generation college students; and in which another 25 percent are either low-income individuals or first generation college students. ([20 U.S.C. §1101a (2) and §1101a (5)](#))

This subset of depository libraries was identified by matching depository library parent institutions with the [list of HSI institutions](#) from the U.S. Department of Education, Office of Postsecondary Education.

Rural Libraries

Federal Information Processing Series or "FIPS" state codes were used to identify rural libraries. The census bureau uses the definition of "Rural" as encompassing all population, housing, and territory not included within an urban area. That is not a very helpful definition. So, we used FIPS codes and data from the 2010 Census. GPO uses salesforce to power askGPO and the *Federal Depository Library Directory* (FDLD). For each library entry in Salesforce, we have the five-digit FIPS Code. We were able to take an export of the FDLD that includes basic information about the library and the FIPS code and mash it up with the data from the 2010 Census County Rural level. We removed libraries in the process of leaving the FDLP from the spreadsheet. For our final review, we only looked at libraries that were in counties that were 50% rural or higher.

The data we used was pulled from July 2022. There may be some rural libraries listed that are in the process of leaving the FDLP.

Small Public Library

The Institute of Museum and Library Services defines a public library as an entity that is established under state enabling laws or regulations to serve a community, district, or region, and that provides at least the following:

1. An organized collection of printed or other library materials, or a combination thereof;
2. Paid staff;
3. An established schedule in which services of the staff are available to the public;
4. The facilities necessary to support such a collection, staff, and schedule; and
5. Is supported in whole or in part with public funds.

The definition is found in the documentation of the Public Libraries Survey that IMLS conducts annually. It is in Appendix C: Survey Questionnaire, page F-9

This subset of depository libraries was identified by those that have Public as the Library Type and Small as the Collection Size (less than 250,000 volumes in the library) in their *Federal Depository Library Directory* entry.

Tribal Colleges and Universities (TCU)

TCUs are institutions of higher education that are controlled and operated by federally recognized American Indian tribes. They are eligible for federal funds under the Tribally Controlled Colleges and Universities Assistance Act of 1978 (25 U.S.C. 1801 et seq.) or the Navajo Community College Act (25 U.S.C. 640a note); or is cited in section 532 of the Equity in Educational Land-Grant Status Act of 1994 (7 U.S.C. 301 note). In this Act they were authorized as Land Grant Institutions, and are specifically listed in the U.S.C.

The TCU subset of depository libraries was identified by entries in the *Federal Depository Library Directory* that have the Tribal College field tagged.

Urban Libraries

Urban libraries being explored are located in core-based statistical areas with a 2020 estimated population of over 4 million. The Office of Management and Budget defines a core-based statistical area as one or more adjacent counties or county equivalents that have at least one urban core area of at least 10,000 population, plus adjacent territory that has a

high degree of social and economic integration with the core as measured by commuting ties. (86 Federal Register 134 / Friday, July 16, 2021)

This subset of depository libraries was identified by using a Department of Housing and Urban Development crosswalk of zip codes in CBSAs, and matching those zip codes with those of depository library entries in the *Federal Depository Library Directory*.

Appendix B: UCUP Working Group Survey of Depository Coordinators

Emails sent January 30, 2023 | Email Subject: Short Survey of Federal Depository Libraries

Dear Depository Library Coordinator,

You are receiving this email because you are the depository library coordinator of record for a depository that is at a/an _(fill in subgroup)[2]_. The Depository Library Council's *Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group* (UCUP) is conducting a survey to inform its work and the recommendations it will make to the Director of the U.S. Government Publishing Office (GPO).

UCUP was charged by the GPO Director to "study Federal depository libraries at affinity-focused institutions and other Federal depository libraries with unique needs and challenges that impact their ability to provide access to tangible and digital depository resources." The survey responses will provide insight into the services you provide, and how GPO might provide better support for depository libraries and your Government information users.

We hope you can take a few minutes to complete this short survey. You are welcome to consult with your director and other colleagues for their thoughts. Please submit your survey by Tuesday, February 7th.

You may receive another email regarding this survey because your depository library may fit the profile of more than one institution segment that UCUP is researching. You need only submit one survey.

Your input regarding your library's unique needs and challenges is valuable to the work of UCUP. Thank you for your time and consideration, and your continued commitment to the Federal Depository Library Program.

Sincerely,
Cynthia Etkin for
Allen Moye and Aimée C. Quinn, Co-Chairs
Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group

Cynthia Etkin
Sr. Program Planning Specialist (Librarian) | Office of the Superintendent of Documents
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[2] The options for filling in the blank were: Alaska Native/Native Hawaiian Serving Institution, Community/Junior College, Hispanic-Serving Institution, Historically Black College/University, Rural Library, Small Public Library, Tribal College/University, and Urban Library.

NEEDS AND CHALLENGES FACED BY FEDERAL DEPOSITORY LIBRARIES SERVING THEIR COMMUNITIES OF USERS

This survey of selected Federal depository library coordinators is being conducted by the Depository Library Council's Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group. The Working Group is charged with studying Federal depository libraries at affinity-focused institutions and other FDLs with unique needs and challenges that impact their ability to provide access to tangible and digital depository resources. Please take a few minutes to complete this survey. Your responses will assist the Working Group in making recommendations to the GPO Director.

In this survey, communities of users is defined as groups of people with a common characteristic or interest who live within the area served by your Federal depository library. There may be multiple communities of users served by a depository library.

Q1. Depository library number: _____

Q2. This best describes my library/institution (check all that apply):
- ☐ Alaska Native/Native Hawaiian Serving Institution (ANNH)
- ☐ Community/Junior College
- ☐ Hispanic-Serving Institution (HSI)
- ☐ Historically Black College/University (HBCU)
- ☐ Rural Library
- ☐ Small Public Library
- ☐ Tribal College/University (TCU)
- ☐ Urban Library

Q3. Describe any challenges you face in meeting the Federal Government information needs of your communities of users.

Q4. Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.

Q5. What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?

<div style="border:1px solid black; height:120px;"></div>

Q6. Do you have library staff who can speak or translate other languages/dialects for your communities of users?

☐ Yes
☐ No
If yes, which languages:

<div style="border:1px solid black; height:120px;"></div>

Q7. What type of Federal Government information finding aids do you make publicly available?

☐ LibGuides, please provide links to these resources _____
☐ Web pages, please provide links to these resources _____
☐ Printed handouts
☐ Other, please specify: _____

Q8. In which languages do you provide finding aids?

☐ Apache	☐ German	☐ Ojibwa
☐ Arabic	☐ Haitian Creole	☐ O'odham
☐ Central Yupik	☐ Hawaiian	☐ Russian
☐ Cherokee	☐ Hindi	☐ Spanish
☐ Chinese	☐ Hopi	☐ Tagalog
☐ Choctaw	☐ Keres	☐ Vietnamese
☐ Dakota	☐ Korean	☐ Zuni
☐ English	☐ Navajo	☐ Other, please specify: _____
☐ French		

Q9. What Federal Government information topics do your communities of users look for that you don't have access to?

<div style="border:1px solid black; height:120px;"></div>

Q10. Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?

    ☐ Yes
    ☐ No
    ☐ Do not know
    If yes, please describe:

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Q11. Which format is most preferred by your communities of users?
    ☐ Audio
    ☐ CD/DVD
    ☐ Digital/online
    ☐ Printed
    ☐ Do not know

Q12. Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.

    ☐ Yes
    ☐ No
    ☐ Do not know
    If yes, please describe:

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Q13. Are there services or resources you would like to see the FDLP or GPO offer to make it easier to assist your communities of users?

    ☐ Yes
    ☐ No
    ☐ Do not know
    If yes, please describe:

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Q14. Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.

Appendix C: Subgroup Biennial Survey Data and Survey Responses

Community Colleges

RESPONSES TO THE 2021 BIENNIAL SURVEY OF DEPOSITORY LIBRARIES

49 Respondents

Q7 — 2021 Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. Select all that apply.		
Budget cuts	6/49	12%
Cataloging project	5/49	10%
Collection move	3/49	6%
Facility issues (e.g.: burst pipes, mold)	4/49	8%
Facility renovation	1/49	2%
Natural disaster	1/49	2%
New training initiatives	0	0%
Preservation project	1/49	2%
Space constraints	10/49	**20%**
Staff cuts or turnover	13/49	**27%**
System Migration	5/49	10%
NA	23/49	**47%**
Other: lack of time	1/49	2%
Other: lack of experience (new staff)	1/49	2%

Q8 — 2021 Biennial Survey Responses What are your library's major plans for the depository operation in the next two years? Select all that apply.		
Conduct a preservation project	0	0%
Digitize U.S. Government publications	3/49	6%
Enter into a new Selective or Shared Housing Agreement to house regional copies at an alternate location	0	0%
Inventory tangible collections	15/49	31%
Move FDLP material to a new location (within library building, new building, offsite storage)	3/49	6%
Plan strategic community outreach	2/49	4%
Renovate facilities	5/49	10%
Retrospectively catalog U.S. Government publications	4/49	8%
Train library staff in the use of U.S. Government information	11/49	**22%**

Q8 — 2021 Biennial Survey Responses What are your library's major plans for the depository operation in the next two years? Select all that apply.		
Transition to a digital digital-only depository and discontinue receipt of future tangible depository material.	13/49	**27%**
Undertake a large large-scale systems project, such as replacing or implementing a new library system platform	0	0%
Weed tangible collections	27/49	**55%**
Do not have any plans	11/49	**22%**
Other. Please specify: right-size collections	1/49	2%
Other. Please specify: transition to digital	1/49	2%

COMMUNITY COLLEGE RESPONSES TO UCUP WORKING GROUP SURVEY, 02/2023

15 Respondents

1. Describe any challenges you face in meeting the Federal Government information needs of your communities of users.

- I have not come across any challenges yet.
- We don't face any real challenges. We only receive one or two government information questions annually, and those question are handled by the government documents librarian.
- No staff to manage this collection
- *Left blank*
- I feel the Selection page is not very user friendly.
- None at this time.
- We need to better market to our community in the public school system and through the county public library system (with whom we do share a library catalog and reciprocal borrowing services) that our community college library provides access to government resources. We are the only FDLP library in Harford county, and closest one to neighboring Cecil county. The only other FDLP library in our District is Salisbury University, which is quite a distance down the Eastern Shore. The next closest FDLP libraries are within an hour drive to Baltimore county and Baltimore city. I did a marketing postcard campaign several years ago, but need to take time to do something again. We do share news of our milestone FDLP anniversaries, that we usually tie in with our Constitution Day and National Voter Registration Day events in September. We highlighted our 40th, 45th, 50th, and 55th since I have been Depository Coordinator here. For both the 40th and 50th, we had GPO representatives here which meant a lot. For the 50th, we did have several Harford county and MD state government figures attend out event.
- We do not have any challenges meeting our communities needs

- The biggest challenges are staff time constraints that prevent as much outreach as we'd like to do and community awareness of how we can help with Federal Government information needs. There is also a fair amount of mistrust.
- Our community users do not use our Government Documents very often and if they do, they mostly use online resources.
- We tend not to get much interest in the government documents.
- None that I am aware of.
- None right now. We moved to a virtual depository and it is working well.
- None at the moment.
- Space issues

2. **Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.**
   - We work very hard to make information accessible. I do not, at this time, have an example of a challenge.
   - The biggest challenge is that we do not have a physical collection and if they want access to physical documents they need to go to the depository in Gainesville at University of Florida or to Orlando at the University of Central Florida. This has not happened since we went digital. The government documents librarian has been able to locate and send electronic resources and links to directly answer the one or two questions we are asked annually.
   - None
   - *Left blank*
   - *Left blank*
   - None to date.
   - I am not aware of any immediate challenges. Our Reference & Instruction Librarians share access to links through our FDLP webpage and Government Document related Subject Guides, and find our resources on the shelves through our library catalog. If they need additional assistance finding resources for a patron request, I am usually contacted. We stopped shelving our print government documents by the Superintendent of Documents classification scheme around 2013-2014, and intershelve them by Library of Congress classification in with all collections, which is easier for our library staff, students, faculty, and all patrons.
   - None that I have been made aware of
   - Limited broadband access, phone only access, and educational attainment are all challenges my community has that make accessing Government information more difficult.
   - I don't know of any challenges.
   - Occasionally, online links will not work, but we can usually find a working link through the PURLs.

- Probably connectivity issues, in case they don't have access to Internet. If they don't then we recommend they come to the library to access government information
- None. We catalog our resources and have staff on hand to help all users.
- No challenges
- *Left blank*

3. What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?
- We have a Spanish Language Café to encourage staff and faculty to learn/practice Spanish.
- We provide the same reference services to all users and we have access to text readers for visually impaired.
- Access to books and databases additionally reference assistance to those who face additional challenges
- *Left blank*
- *Left blank*
- Our library does what is needed to facilitate access for users. At times that has meant mailing information to patrons, or providing assistance in the library in navigating government information.
- In coordination with the campus' Disability Support Services, the 1st floor of the Library provides access to Assistive Technology hardware station with appropriate software and can assist students' needs.

  We provide Interlibrary Loan for our campus employees and credit students. But any Government Documents not available in our collection will be obtained through Interlibrary Loan for all our patron types from our Regional Library and/or from selective libraries in our region. Our status as a selective in the combined MD/DE/DC region make access to government resources unique, as our Regional library is within a 1-hour drive of Harford county, and many of the federal agencies that produce government publications are included in our assigned region.

  Our library circulating collection does include 4-hour, 7 day, and 21-day computer checkouts for our credit students, so this helps with any digital access.
- we have not encountered challenges
- Free, open use of state-of-the-art desk top computers, free WIFI, free use of meeting room spaces for community groups (like those that assist with taxes, health insurance sign-ups, voter registrations, military recruitment, and other public services), in-person, chat, email, phone, and video reference assistance, LibGuides, outreach events to older adults, programming that highlights Government information.

- We have an accessibility office in our building.
- We are ADA compliant and we freely provide all government documents to any user. There is always a reference librarian present to assist users in finding those material, as well as online reference librarians to assist users.
- We check out laptops to students who need them.
- We have reference library staff to help users whenever the library is open and 74 computers for use by students, staff, and community patrons. We also have two ADA stations available for use.
- We are an academic university. Our main users are students and faculty members. We offer reference services to public walk-in patrons searching for government information.
- *Left blank*

4. Do you have library staff who can speak or translate other languages/dialects for your communities of users?
- No = 11
- Yes = 4

  If yes, which languages:
    - German =2
    - Beginner's Spanish = 1
    - Spanish = 3
    - Japanese =1

5. What type of Federal Government information finding aids do you make publicly available? (Check all that apply)
- LibGuides = 10
    - https://yc.libguides.com/government
    - https://libguides.lssc.edu/govresources
    - https://kckcc.libguides.com/Learning_Commons/LibraryServices
    - https://libguides.ashland.kctcs.edu/govdocs
    - https://harford.libguides.com/govdocs
    - https://library.delta.edu/govdocs
    - https://libguides.rio.edu/govdocs
    - https://lee.libguides.com/govdocs
    - https://library.highline.edu/c.php?g=344454&p=2320527
- Web = 7
    - https://www.yc.edu/v6/library/fdlp.html
    - https://www.harford.edu/academics/library/about-the-library/federal-depository-library-program
    - https://www.uwplatt.edu/department/karrmann-library/government-publications

- Printed handouts = 5
- Other = 1
  - Please specify: We have the Govinfo "Discover U.S. Government Information" Search Box on our FDLP webpage, along with quick links to the CGP, FDLP LibGuides, Govinfo, Congress.gov, MetaLib, U.S. Census Bureau, and USA.gov

6. In which languages do you provide finding aids? (Check all that apply)

- English – 15
- Spanish = 2
  - We have materials in English and some in Spanish (FDLP promotional materials).

7. What Federal Government information topics do your communities of users look for that you don't have access to?

- I have never been asked something we do not have access to.
- Nothing
- Legal documents
- *Left blank*
- *Left blank*
- Our Federal Government information is not utilized much.
- I am not aware of any immediate needs we are unable to provide. I work with library staff to coordinate item selection each year to match the curriculum needs of our academic programs and topics for our community borrowers (health & safety, business & economy, education, construction, economic development, employment, financial, labor, small business, taxes, U.S. Budget, environment, history, science & technology - STEM).
- None that I am aware of
- If I get a request for information that is not available in our library or is something that I can't find, I reach out to other government information librarians for assistance. I have never sent a patron away without the requested information.
- We live in a very small community and not very many visit our library or use our Government Documents.
- So far, we have not run into that problem.
- None that I am aware of.
- None that we know of.
- We generally have access to all information in electronic format. Sometimes we need older material in paper and rely on our regional library.
- *Left blank*

8. Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?

- Yes = 1
  - Data sets
- No = 13
- Do not know = 5

9. Which format is most preferred by your communities of users?

- Audio = 0
- CD/DVD = 0
- Digital/online = 11
- Printed = 3
- Do not know = 1

10. Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.

- Yes =2
- No = 7
- Do not know = 6
- If yes, please describe:
  - Maryland State Library, also known as the State Library Resource Center (SLRC), is located at the Enoch Pratt Free Library in Baltimore MD (also the main hub of the Baltimore County Public Library System, and also Maryland Interlibrary Loan Organization (MILO) Central). Enoch also provides access to the Maryland State Library for the Blind and Disabled . Our library links to various Maryland state resources on the Maryland State Information tab of our Government Documents at HCC Library LibGuide. The Maryland State Government website offers a "Translate" button on its page. The Harford County Government website does provide Accessibility assistance. Harford county does offer Accessing Language Translation services, but you have to search their website in depth to find it. Our library links to various Maryland state resources on the Harford County Information tab of our Government Documents at HCC Library LibGuide.

11. Are there services or resources you would like to see the FDLP or GPO offer to make it easier to assist your communities of users?

- Yes = 4
- No = 3

- Do not know = 8
  If yes, please describe:
    - Catalog the documents for us
    - More items available in digital format
    - Build a better climate for libraries in the country
    - More ADA materials and in other languages

12. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**
    - N/A or blank = 13
    - I feel GPO and FDLP services are really accessible to patrons on the front end. As a Depository Coordinator, I look forward to revisions on resources on the back end to my duties: revamp the complete item numbers grouping and selection process, guidance and documentation for selecting and maintaining accurate electronic collections beyond substitution (similar to what is currently done for print collections - superseded, 5-year retention, etc.)

      Wasn't enough room in box above. We offer —
      LibGuides:
      https://harford.libguides.com
      https://harford.libguides.com/govdocs
      https://harford.libguides.com/Constitution_Day
      https://harford.libguides.com/Gettysburg_Address
      https://harford.libguides.com/9-11-20th-anniversary-exhibition
      Webpages:
      https://www.harford.edu/academics/library
      https://www.harford.edu/academics/library/about-the-library/federal-depository-library-program

    - We are located in a rural area yet most of our patrons are enrolled university students. We serve the public in their search for government information at our reference desk. Foot traffic has been down since COVID. We are doing telephone reference and most of our questions can be handled with a helpful link.

Hispanic-Serving Institutions (HSI)

RESPONSES TO THE 2021 BIENNIAL SURVEY OF DEPOSITORY LIBRARIES
72 Respondents

Q7 — 2021 Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. Select all that apply.		
Budget cuts	15/72	**21%**
Cataloging project	11/72	15%
Collection move	16/72	**22%**
Facility issues (e.g., burst pipes, mold)	19/72	**26%**
Facility renovation	12/72	17%
Natural disaster	4/72	6%
New training initiatives	2/72	3%
Preservation project	3/72	4%
Space constraints	15/72	**21%**
Staff cuts or turnover	29/72	**40%**
System migration	13/72	18%
Other: Consolidation of service desks and loss of a dedicated Government Information service desk	1/72	1%
Other: paraprofessional on leave for 4 months	1/72	1%
Not applicable	16/72	**22%**

Q8 — 2021 Biennial Survey What are your library's major plans for the depository operation in the next two years? Select all that apply.		
Conduct a preservation project	2/72	3%
Digitize U.S. Government publications	4/72	6%
Enter into a new Selective or Shared Housing Agreement to house regional copies at an alternate location	1/72	1%
Inventory tangible collections	16/72	**22%**
Move FDLP material to a new location (within library building, new building, offsite storage)	10/72	14%
Plan strategic community outreach	3/72	4%
Renovate facilities	5/72	7%
Retrospectively catalog U.S. Government publications	11/72	15%
Train library staff in the use of U.S. Government information	17/72	**24%**
Transition to a digital-only depository and discontinue receipt of future tangible depository material	22/72	**31%**
Undertake a large large-scale systems project, such as replacing or implementing a new library system platform	4/72	6%
Weed tangible collections	43/72	**60%**
Do not have any plans	15/72	**21%**
Other. Please specify: Transition to a more digital depository	1/72	1%

Q8 — 2021 Biennial Survey **What are your library's major plans for the depository operation in the next two years? Select all that apply.**		
Other. Please specify: Due to personal turnover, we will be working on hiring staff replacements and train them per FDLP guidelines to be able to process and work with the collection	1/72	1%
Did not specify	1/72	1%

HSI RESPONSES TO UCUP WORKING GROUP SURVEY, 02/2023

13 Respondents

1. **Describe any challenges you face in meeting the Federal Government information needs of your communities of users**.
   - I have not come across any challenges yet.
   - *Left blank*
   - Unknown. we don't know our user's behavior beyond reviewing circulation statistics which are anonymous.
   - We are able to effectively meet the Federal Government Information needs of our users.
   - The biggest challenge is the backlog on collection maintenance and the waning availability of gov doc expertise. My institution basically ignored gov docs and lost all gov doc expertise through attrition before I came on board. as it is, I am faculty and we don't have a dedicated staff member to deal with our collection, so I am working with the staff to wedge in superseding/weeding projects, but I am it for reference assistance.
   - Staffing is the greatest challenge I have in meeting university and community needs.
   - *Left blank*
   - Usage. Although, we have been promoting the collection a lot more the usage for Gov. Docs is still very low.
   - None
   - Ongoing lack of materials in Spanish
     lack of permanency of materials in other languages
     the difficulty of searching for materials in other languages
     technological challenges for many users, especially the elderly
   - We do not do enough outreach, due to staffing shortages. I wear many hats and am only about 20% government information librarian, if that. I don't think we will ever have a full-time government information librarian again.
   - Public needs more online materials as parking on campus requires a parking permit.
   - Budget and staffing

2. Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.

- We work very hard to make information accessible. I do not, at this time, have an example of a challenge.
- *Left blank*
- unknown. from 1982-1992 we selectively cataloged our monographs but all serials. after 1992, we acquired MARCIVE catalog tapes and catalog fall our publications. we are a digital depository as we receive almost no tangibles.
- We are not aware of any specific challenges.
- Since no one but me an a few staff members knows how to retrieve print gov docs, they have been moved to compact shelving, which are closed stack. To try to counterbalance that I have been working to get as many of our items online as possible.
- The installation of turnstiles in the library has made use of the collection by external community members nearly nonexistent. Former regulars slowly stopped coming in because the turnstiles intimidated them; being that that were wary of providing a picture id to get a guest pass to enter the building. Also, I do not have adequate ways to reach them via the internet, like a webpage.
- *Left blank*
- N/A because we don't really get questions on gov docs. since usage is so low.
- The sheer volume of government documents, combined with lack of knowledge about retention schedules is an issue for me. Like, I can find things from Library of Congress, National Archives, Smithsonian, etc. but I have no idea where to go for records from specific government agencies. As an example, I'm interested to know if I can find a copy of a [record] that supposedly created the neighborhood in which I live. But I have no idea if this is still extant or how I would begin to search for it.
- Lack of internet broadband access
  Lack of access due to distance, transportation, and fear
  Natural disasters interrupt access
  Lack of search skills
- Our community users may not know about our services. Also, not all of our tangible collections are cataloged and as such they are not easily discoverable via our catalog. We are slowly downsizing and cataloging what we are keeping.
- They look for more and more to be online. Physical collection has little use.
- Access to technology in the home for those living in lower income areas

3. What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?

- We have a Spanish Language Café to encourage staff and faculty to learn/practice Spanish.

- *Left blank*
- since we are digital depository our users can access documents in the library or remotely. for anyone with a physical challenge we pull material for them.
- We are ADA compliant across our web presence and we will make accommodations for users needing assistance accessing the print collection. We also make referrals to the UCI Disability Services Center when appropriate.
- We have chat and email reference, people can page material from the closed stacks, and we have research guides for government information
- We provide open stacks of all government resources collections, a cluster of computers that do not require university credentials to access them, incorporated ADA seating, provide resources in print and electronically, university classroom instruction utilizing government resource, and one-on-one research consultations either via zoom or face-to-face.
- *Left blank*
- Interlibrary loan, online chat with a reference librarian (anyone can chat with us), free public computers and printing, free WIFI, access to library's database (in library use only).
- We have an Assistive Technology Center in the library.
- Workshops
  Individual aide in person and virtually
  Computers
  Outreach programs
- Standard reference service and help locating materials in our library
- Assistance in finding government publications is available in-person, via phone and via online Video conferencing, such as Zoom.
- Visitor parking, near bus route, free access to designated computers and printers

4. **Do you have library staff who can speak or translate other languages/dialects for your communities of users? If yes, which languages?**
   - Yes = 9/13
     - Beginner's Spanish = 1/13
     - Chinese = 1/13
     - German = 1/13
     - Spanish = 8/13
   - No = 4/13

5. **What type of Federal Government information finding aids do you make publicly available? (Check all that apply).**
   - LibGuides = 10/12
     - https://yc.libguides.com/government

- https://library.csueastbay.edu/gov
- https://csus.libguides.com/directory/special-formats
- https://guides.lib.uci.edu/us
- https://libguides.sdsu.edu/govpubsus
- Too many to list at the moment
- https://enmu.libguides.com/govinfo
- https://libguides.lehman.edu/fdlp-basic-collectionhttps://libguides.lehman.edu/Bronx_and_New_York_City_Resources
- https://guides.library.txstate.edu/gov
- https://angelo.libguides.com/
- Web pages =5/12
  - https://www.yc.edu/v6/library/fdlp.html
  - https://www.pucpr.edu/vida-estudiantil/bibliotecas/biblioteca-virtual/
  - https://www.library.txst.edu/libraries-collections/collections/gov-info.html
  - https://www.utep.edu/library/research/documents.html
  - https://www.angelo.edu/library/govdocs/
- Printed handouts = 3/12
- Other = 2
  - Workshops virtually and in person
  - New Mexico State Tax Documents

6. In which languages do you provide finding aids? (Check all that apply) –
- English =13/13
- Spanish = 1/13

7. What Federal Government information topics do your communities of users look for that you don't have access to?
- None, N/A, Left blank = 9
- Unknown. our library has a very low interlibrary loan rate. when i have surveyed our history students, they rarely visit our State Library, our regional library or UC Davis which selects at 80%. our criminal justice students sometimes use documents but sociology rarely except for Census data.
- We occasionally get more technical law questions, but we don't have a law school, so our resources are somewhat limited in that area. I refer them to the San Diego public law library
- Well, since the majority of new information resides online, I have had an issue with access. If a patron is doing original or historical research, I may or may not have that printed resource on my shelf. If I do not, I know I can reach out to the documents community to see who does have it.

- Academic-level information in Spanish. There is an abundance of public information, particularly on health topics in Spanish. There is a lack of political information from Congress, the Executive branch, and the judicial system in Spanish

8. Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?
- Yes = 4
    - Data sets
    - Most of them. Unfortunately, there is not much desire by others to want to learn about docs
    - Materials for children in Spanish(especially educational information)
    - Most of the service desks are staffed with student employees who are not very familiar with the government information collection and its organization
- No = 5
- Do not know = 3

9. Which format is most preferred by your communities of users?
- Audio = 0
- CD/DVD = 0
- Digital/online =12/13
- Printed = 1/13

10. Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.
- Do not know= 5/13
- No = 4/13
- Yes = 4/13

    If yes, please describe:
    - Offer resources in both English and Spanish = 3/3

11. Are there services or resources you would like to see the FDLP, or GPO (Government Publishing Office) offer to make it easier to assist your communities of users?
- Do not know = 4/13
- No = 1/13
- Yes = 8/13
    - Research guides in Spanish for major federal documents collections
    - More items available in digital format

- Workshops on materials in languages other than English
- Continue the Unique Challenges, Underserved Populations, and Federal Depository Libraries Working Group
- Some of the core materials also in Spanish language, online rather than print
- Using focus groups would be valuable
- Spanish, audio, and braille materials
- Information Literacy videos for searching databases and comprehensive websites in the CGP
- The sheer volume of government documents, combined with lack of knowledge about retention schedules is an issue for me

12. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**
   - I have many ideas. The main challenge I have is getting support from the Dean of Libraries and staffing
   - Currently in the process of making a Spanish Gov Doc LibGuide
   - Having government publications available as audio for those who are visually impaired
   - Thank you for conducting this survey!

Historically Black Colleges and Universities (HBCU)

RESPONSES TO THE 2021 BIENNIAL SURVEY OF DEPOSITORY LIBRARIES
28 Respondents

Q7 — 2021-Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report closings or limitations to public access related to COVID-19.		
Budget cuts	7/28	**25%**
Staff cuts or turnover	17/28	**60.71%**
Cataloging projects	5/28	**23.8%**
Space Constraints	5/28	**23.8%**
Collection move	5/28	**23.8%**
New hires of training initiatives	3/28	10.71%
System migration	1/28	0.3%
Renovations	1/28	0.3%
N/A or No response	9/28	**32.1%**

Q8 — 2021 Biennial Survey What are your library's major plans for the depository operation in the next two years? (Select all that apply)		
Train library staff in the use of U.S. Government information	9/28	**32.14%**
Weed tangible collections	20/28	**71.42%**
Digitize U.S. Government publications	3/28	10.71%
Transition to a digital-only depository and discontinue receipt of future tangible depository material	4/28	14.28%
Undertake a large-scale system project, such as replacing or implementing a new library system platform	4/28	14.28%
Move FDLP material to a new location (within the library building, new building, offsite storage)	3/28	10.71%
Renovate facilities	4/28	14.28%
Inventory tangible collections	7/28	**25%**
Conduct a preservation project	1/28	3.57%
Retrospectively catalog U.S. Government publications	2/28	7.14%
Plan strategic community outreach	3/28	10.71%
Do not have any plans	1/28	3.57%
N/A or no response	3/28	10.71%

HBCU RESPONSES TO UCUP WORKING GROUP SURVEY, 02/2023

8 Respondents

1. **Describe any challenges you face in meeting the Federal Government information needs of your communities of users.**
   - We no longer have a Government Documents Librarian, so the marketing and promotion of the collections are limited.
   - At this time, we have no challenges
   - None
   - None
   - We have in the past 4 years started transitioning to majority digital FDLP (Federal Depository Library Program) due to space issues at the library. Thus far resources that may have been requested in print, I was able to locate online for a user. Worked with the library's e-resource librarian to integrate Federal Government collections into the ILS (Integrated Library System) of the library reliable internet
   - My major challenge is letting people know that our library is a selective Federal Depository Library and that we have government documents for access. I do explain this during library instruction but find that many do not use the materials unless directed to do so by their instructor specifically. I would like to work on raising better awareness of the resource.
   - We are not facing any challenges meeting the needs of our communities.

2. **Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.**
   - Again, because of the limited marketing of collections, I am not sure the users are always aware that we have these collections.
   - Internet and computers
   - I think one of the challenges may be that they do not know where to look. Our catalog is antiquated, but we are looking to upgrade our system this year to Alma, which I think might make it easier for the user to be able to distinguish between library materials and government documents in the collection. Plus, the combination of catalog and discovery service through Primo (within Alma) may help users to discover more documents as well.
   - Users are not finding any challenges; they can access our online catalog. They can also use our online chat to get answers.
   - None
   - None
   - No challenges. Our government documents collection is housed in open stack area
   - Challenges for visiting public community users, we have limited number of computers (3) for at-large community to use.

3. **What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?**
   - For our students and employees who have accessibility issues or disabilities, our campus has an Office of Accessibility and Disability Services.
   - We provide extensive computer access and personnel for users with restricted physical capabilities and additional challenges.
   - We offer class instruction and tours of the collection to our students. Throughout the year we highlight certain collections like agriculture- small farms, forestry. e.g. outlook etc. because we are an agricultural school.
   - None
   - The library has a wheelchair accessible ramp and push button automatic door that opens for a set time to allow access into the library for physically challenged users
   - computer lab and semi reliable Wi-Fi
   - We do have capabilities for those with disabilities and sight issues to access our collections, either through digital means or in consultation with library staff.

4. **Do you have library staff who can speak or translate other languages/dialects for your communities of users?**
   - No (8/8 =100%)

5. **What type of Federal Government information finding aids do you make publicly available? (Check all that apply.**
   - Web pages (4/8 = 50%)
     - https://www.kysu.edu/academics/library/government-documents.php
     - https://www.govinfo.gov/
     - https://libguides.vsu.edu/governmentinformation
     - http://library.scsu.edu
   - Printed handouts (3/8 = 37.5%)
   - LibGuides (2/8 = 25%)

6. **In which languages do you provide finding aids? (Check all that apply)** –
   - English only (7/8 = 87.75%)
   - English & Spanish (1/8 = 12.5%)

7. **Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?**
   - No (6/8 = 75%)
   - Do not know (1/8 =12.5%)
   - Yes- (1/8 =12.5%) Statistical resources can sometimes be a challenge. Also, information that relates to data or tables of numerical information.

8. **Which format is most preferred by your communities of users?**
   - Digital/online (5/8 = 62.5 %)
   - Print (3/8 = 37.5%)

9. **Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.**
   - No (3/8 = 37.5%
   - Do not know (2/8 = 25%)
   - Yes (1/8 = 12.5%) if yes, please describe)- materials in multiple languages
   - Yes (1/8 = 12.5%) if yes, please describe) the (library) has digital collections that allow you to choose a different language if desired, such as Spanish, French, German etc.
   - Yes (1/8 = 12.5%) if yes, please describe)- The Library of Virginia does provide information in Spanish and some public libraries in the area do as well.

10. **Are there services or resources you would like to see the FDLP or GPO (Government Publishing Office) offer to make it easier to assist your communities of users?**
    - Do not know (4/8 = 50%)
    - No (4/8 = 50%)

11. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**
    - We are struggling with weeding collections to migrate to a mostly electronic collection, without a librarian dedicated to managing government documents.
    - Thus far, if users can not locate a government document via online, I have been able to do further research and usually will locate and either print out or offer option of sharing the e-link to the user
    - NA (6/8 =75%)

Rural Libraries

RESPONSES TO THE 2021 BIENNIAL SURVEY OF DEPOSITORY LIBRARIES
99 Respondents

Q7 — 2021-Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. (Select all that apply).		
Budget cuts	21/99	**21%**
Staff cuts or turnover	44/99	**44%**
Cataloging project	9/99	9%
Space constraints	15/99	15%
Collection move	14/99	14%
New hires or training initiatives	3/99	3%
System migration	6/99	**63%**
Renovations	17/99	17%
N/A or No Response	29/99	29%

Q08—2021 Biennial Survey What are your library's major plans for the depository operation in the next two years? (Select all that apply).		
Train library staff in the use of U.S. Government information	23/99	**23%**
Weed tangible collections	57/99	**57.5%**
Digitize U.S. Government publications;	4/99	4.04%
Transition to a digital-only depository and discontinue receipt of future tangible depository material	21/99	**21.21%**
Undertake a large-scale systems project, such as replacing or implementing a new library system platform	9/99	9.09%
Move FDLP material to a new location (within library building, new building, offsite storage);	6/99	6.06%
Renovate facilities.	6/99	6.06%
Inventory tangible collections	21/99	**21.21%**
Conduct a preservation project;	1/99	1.01%
Retrospectively catalog U.S. Government Publications	8/99	8.08%
Plan strategic community outreach;	2/99	2.02%
Do not have any plans	16/99	16.16%
N/A or No response	29/99	**29.29%**

RURAL LIBRARIES RESPONSES TO UCUP WORKING GROUP SURVEY, 02/2023

17 Respondents

1. **Describe any challenges you face in meeting the Federal Government information needs of your communities of users**.
   - I have not come across any challenges yet.
   - We don't face any real challenges. We only receive one or two government information questions annually, and those question are handled by the government documents librarian.
   - With a geographically dispersed population, spreading awareness of the government information services available can be challenging.
   - Outreach and awareness to patrons over a wide geographic area.
   - Lake Pleasant Public Library is a part of the Southern Adirondack Library System (SALS). We are charged for digital content according to our circulation and eContent, these numbers are two years behind. We joined the FDLP at the beginning of COVID and our numbers were from the previous two years. SALS is now using our eContent/circulation numbers from 2020 and we have seen our monthly fee go from $260 a month to $459 and in 2024 to $495 a month. At this rate, our library will not be able to continue with FDLP.
   - Currently, we don't face any challenges.
   - Searching for relevant gov docs.

- Reliable internet.
- We do not have the capacity (time and staff) to select and catalog digital collections.
- We are able to meet most needs with our collection and with online resources. The price of Statistical Abstract since it has been privatized is a challenge with tight budgets.
- N/A
- As a very selective depository, we only select materials that enhance or support our curriculum. However, as a rural library we're often "the choice" for patrons who are traveling long distances to get information, and often don't have technical/research skills to appropriately see if their needs could be met online.
- Internet/network security barriers, limited staffing, and space constraints.
- Adequate staffing to process and catalog items
- The majority of our patron needs are Census related which we can access online (and older in our print collection). The challenges are more in making sure the staff is comfortable using the resources.

2. **Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.**
   - We work very hard to make information accessible. I do not, at this time, have an example of a challenge.
   - The biggest challenge is that we do not have a physical collection and if they want access physical documents they need to go to the depository in Gainesville at University of Florida or to Orlando at the University of Central Florida. This has not happened since we went digital. The government documents librarian has been able to locate and send electronic resources and links to directly answer the one or two questions we are asked annually.
   - Due to the rural nature of our area, internet connectivity varies greatly throughout the area.
   - Distances in a large geographic area with providing in person. Also, with Internet challenges for patrons, access to the electronic resources.
   - We have not encountered any challenges.
   - Using old materials that are available in microform.
   - Internet and computers.
   - Lack of internet access is a barrier.
   - Finding statistical information easily on miscellaneous topics is sometimes challenging, but we usually eventually succeed.
   - Sometimes patrons from the community (*not* students, faculty, staff) lack decent (or even *any*) internet access at home. They may also lack access to a

librarian with the knowledge to help them navigate Federal Government information sources.

- Only a very small number of users in our community access government information so we aren't seeing much demand for these resources.
- N/A
- N/A
- N/A

3. **What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?**
   - We provide the same reference services to all users, and we have access to text readers for visually impaired.
   - We provide access and discovery through computer kiosks in our building. We are open 7 days a week, often until late in the evening, to accommodate the needs of the students on campus as well as the broader community. Student workers and library staff are available to answer questions any time the building is open, and trained librarians are typically available Monday to Friday, 9AM-5PM. Electronic government documents are freely accessible anytime, anywhere through our library discovery layer.
   - Long service hours, catalog records that link out to electronic resources.
   - Public computer, fax services, notary services, and free public programs.
   - Increasingly, we are deaccessioning out print collection and updating cataloging records with digital records to facilitate access.
   - Communities can ask librarians for help.
   - Computer lab and semi reliable WIFI.
   - We orient patrons to .gov sites as requested.
   - We offer reference help and interlibrary loan.
   - Since we are part of a university, we have persons on campus who often work with those needing extra help. They are willing to help when we community patrons requiring assistance visit.
   - N/A
   - Despite being a private institution with heavy use from students, faculty, and staff at our institution, we are open to the public as much as possible. We openly post our contact/scheduling information on our library websites, so even users from the public should be able to find help from us when they need it.
   - Large physical collection, items in discovery and OPAC, LibGuide in progress, reference staff
   - We try to meet community needs by offering multiple ways to get assistance from us (email, in person, Zoom, Twitter, chat, etc.)

4. **Do you have library staff who can speak or translate other languages/dialects for your communities of users? If yes, which languages?**
   - Yes= 8/47.05%   No= 9/ 52.9%
   - Spanish = 6 / 35.30%   German = 3/ 17.65% French = 2/ 11.77%
     Russian = 1/ 5.89%. Lakota = 1/ 5.89%

5. **What type of Federal Government information finding aids do you make publicly available? (Check all that apply).**
   - LibGuides = 16/ 94.11%
     - Gov docs are incorporated in other LibGuides, especially those for relevant topics and specific courses.
   - Printed handouts =2/ 11.765
   - Web pages = 3 /17.64%

6. **In which languages do you provide finding aids? (Check all that apply)** –
   - English 16/ 94.12%
   - Other =1/ 5.88%

7. **What Federal Government information topics do your communities of users look for that you don't have access to?**
   - I have never been asked something we do not have access to.
   - nothing
   - None that we are aware of
   - N/A =6/ 35.30%
   - We are an academic library and don't get many questions from the community
   - We don't lack access, but sometimes lack the expertise to fully assist with legal information searches. Strangely, there is a depository library at the state law school, but they often send users to us.

8. **Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?**
     Yes= 4/ 23.52%.   No= 8/ 47.05%.   Don't know = 4 /23.52%
   - Yes -data sets
   - Yes -microform of any type
   - Yes - When I am unable to locate something, I contact my regional FDLP folks
   - Yes- See above, legal information sources

9. **Which format is most preferred by your communities of users?**
   - Digital/online = 11/ 64.7%
   - Do not know = 3/ 17.64%

10. **Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.**
    - Do not know= 11/ 64.70%
    - No = 3/17.64%
    - Yes = 2/11.76%
      - The state provides PSAs in many languages
      - Undisclosed

11. **Are there services or resources you would like to see the FDLP, or GPO (Government Publishing Office) offer to make it easier to assist your communities of users?**
    - Do not know = 10/ 58.82%
    - No = 6 /35.29%

12. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**
    - NA =16/ 94.11%
    - In our rural location, we do not have a high demand and our tangible federal government collection shows low circulation. We don't have enough staffing to maintain our existing physical collections that have little usage, and our IT department places more barriers to digital access due to network security concerns.

Small Public Libraries

SMALL PUBLIC LIBRRIES BIENNIAL SURVEY RESPONSES

43 Respondents

Q7 — 2021 Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. Select all that apply.		
Budget cuts	7/43	17%
Cataloging project	2/43	5%

Q7 — 2021 Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. Select all that apply.		
Collection move	4/43	10%
Facility issues (e.g.: burst pipes, mold)	3/43	7%
Facility renovation	8/43	19%
Natural disaster	0	0%
New training initiatives	1/43	2%
Preservation project	0	0%
Space constraints	5/43	12%
Staff cuts or turnover	15/43	**36%**
System Migration	1/43	2%
NA	13/43	**31%**
Other: (1) RFID conversion; (1) number of available staff; (1) began participation in CRDP; (1) weeding; (1) began to remove holdings in 2019; (1) joined FDLP at onset of pandemic	6/43	14%

Q8 — 2021 Biennial Survey What are your library's major plans for the depository operation in the next two years? Select all that apply.		
Conduct a preservation project	0	0%
Digitize U.S. Government publications	2/43	5%
Enter into a new Selective or Shared Housing Agreement to house regional copies at an alternate location	0	0%
Inventory tangible collections	6/43	14%
Move FDLP material to a new location (within library building, new building, offsite storage)	2/43	5%
Plan strategic community outreach	5/43	12%
Renovate facilities	5/43	12%
Retrospectively catalog U.S. Government publications	2/43	5%
Train library staff in the use of U.S. Government information	14/43	**33%**
Transition to a digital digital-only depository and discontinue receipt of future tangible depository material.	7/43	16%
Undertake a large large-scale systems project, such as replacing or implementing a new library system platform	0	0%
Weed tangible collections	13/43	**30%**
Do not have any plans	13/43	**30%**
Other. Please specify: (2) withdraw from program; (1) continue transition to digital; (1) completed tangible inventory and will maintain going forward	4/43	9%

SMALL PUBLIC LIBRARIES UCUP SURVEY RESPONSES, 02/2023

12 Respondents

1. Describe any challenges you face in meeting the Federal Government information needs of your communities of users.

- None
- None
- Patrons are not sure what they need and don't recognize the language in the information we do find.
- *Left blank*
- *Left blank*
- General awareness of Government documents. Not having a full time Gov Docs Librarian to focus on this specific collection.
- Finding the updated documents online. Time to take continuing education classes. Staff time to process the documents that are still coming in as paper, tangible documents.
- We're doing well meeting our users' needs for most Government information, but our biggest annual need is for more support helping our users with tax forms and instructions. The IRS won't designate us as a distribution center. Can FDLP put pressure to designate all public libraries as distributors, should they wish?
- *Left blank*
- Reliable internet
- *Left blank*
- Limited staff with extensive responsibilities.

2. Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.

- None
- None
- Most go through a staff member as patrons are unaware of how to search for the information on their own. Some patrons don't even know this information is out there for free.
- *Left blank*
- *Left blank*
- *Left blank*
- Spanish language issues. Having the time, patience and computer acumen to navigate the computer and the department websites.
- N/A
- *Left blank*
- Internet and computers
- *Left blank*

- Most of the people trying to find the information don't realize it might be available from Federal offices, and don't ask the Library staff for assistance finding it.

3. What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?

- Online and print access to a limited selection of government documents.
- we have the more common sought-after federal documents. It is shelved in our reference area easily accessible to the public. We also have a computer designated for the Federal Documents.
- Staff assistance
- We have a computer that talks and one that enlarges print for sight impaired.
- *Left blank*
- We have software on a public computer that can help people with low vision see websites. We often host conversation groups for people who are learning to converse in English. We have World Languages books section with several languages.
- Government documents librarian will work with patrons one-on-one as needed.
- All our holdings (almost entirely digital) are searchable and accessible on our PACs, and our librarians assist users with their government document searches.
- *Left blank*
- computer lab and semi reliable WIFI
- *Left blank*
- 10 public computers for adults with printing and internet access; free wireless network that extends outside the building (working to improve inside and outside); and loanable tech such as hotspots and Chromebooks. We also have one computer with screen reading software (JAWS) and one-color video magnifier to assist with reading print materials.

4. Do you have library staff who can speak or translate other languages/dialects for your communities of users? If yes, which languages?

- No =7
- Yes = 5
- Spanish = 5   Chinese = 1   Russian =1

5. What type of Federal Government information finding aids do you make publicly available? (Check all that apply).

- LibGuides = 5
  https://arcadia.libguides.com/govinfo/
  https://libguides.fdlp.gov/c.php?g=871292

https://guides.rcls.org/govt
https://bethelparklibrary.org/federaldepository.htm
- Web pages = 4
  https://www.govinfo.gov/
  http://www.vernon.lib.la.us/#section=home
  https://www.pottsvillelibrary.org/government-offices-and-publications/
- Printed handouts = 4
- Other = 0

6. In which languages do you provide finding aids? (Check all that apply) –

- English = 8
- Chinese = 2
- Spanish = 2
- French = 1
- Hindi = 1
- Korean = 1
- Portuguese = 1
- Russian = 1
- Telugu = 1

7. What Federal Government information topics do your communities of users look for that you don't have access to?

- Current event information, financial literacy =1/12
- IRS forms that are no longer printed =1/12
- They find what they are looking for = 1/12
- Can't think of a recent example =1/12
- We don't have many users for the federal documents =1/12
- None, N/A, Left blank = 7/12

8. Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?

- Yes = 0
- No = 7/12
- Do not know = 5/12

9. Which format is most preferred by your communities of users?

- Audio = 0
- CD/DVD = 0
- Digital/online = 7/12
- Do not know = 1/12
- Printed = 4/12

10. Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.

- Do not know= 7/12
- No =3/12
- Yes = 2/12
  If yes, please describe:
  - Various languages
  - We have a special local city government section

11. **Are there services or resources you would like to see the FDLP, or GPO (Government Publishing Office) offer to make it easier to assist your communities of users?**
    - Do not know = 6/12
    - No = 6/12
    - Yes = 0

12. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**
    - N/A or Left blank = 11/12
    - Yes = 1/12
        - We are happy with the service of GPO.

Tribal College, Alaska Native/Native Hawaiian

TRIBAL COLLEGE AND ALASKAN NATIVE/NATIVE HAWAIIAN BIENNIAL SURVEY RESPONSES

15 Respondents

Q7 — 2021Biennial Survey (15 respondents) What significant projects or events affected your FDLP operations in the last two years? Do not report closings or limitations to public access related to COVID-19.		
Budget cuts	5/15	**33%**
Staff cuts or turnover	9/15	**60%**
Cataloging projects	1/15	7%
Space Constraints	2/15	13%
Collection move	2/15	13%
Facility Issues	2/15	13%
Other: Deploying a new website and joined CRDP	1/15	7%
N/A or No response	4/15	**27%**

Q8 — 2021 Biennial Survey What are your library's major plans for the depository operation during the next two years? (select all that apply).		
Train library staff in the use of U.S. Government Information.	5/15	**33%**
Weed tangible collections.	5/15	**33%**
Inventory tangible collections.	4/15	**27%**
Transition to a digital-only depository and discontinue receipt of future tangible depository materials.	3/15	**20%**
Enter into a new selective or shared housing agreement to house regional copies at an alternate location.	1/15	7%
Retrospectively catalog U.S. Government publications	2/15	13%
Move FDLP material to a new location (within library building, new building, offsite storage)	1/15	7%
Digitize U.S. Government publications	0/15	
Undertake a large-scale systems project, such as implementing or replacing a new library system platform.	0/15	
Renovate facilities.	0/15	
Conduct a preservation project.	0/15	
Plan a strategic community outreach.	0/15	
N/A or no response.	0/15	
Do not have any plans.	3/15	**20%**

TRIBAL COLLEGE AND ALASKA NATIVE/NATIVE HAWAIIAN UCUP SURVEY RESPONSES, 02/2023

4 Respondents

1. **Describe any challenges you face in meeting the Federal Government information needs of your communities of users**.
   - The tangible Government Documents Collection is only lightly used.
   - Many patrons do not have computers or internet access and must rely on FDLs for electronic access to government information.
   - We longer receive IRS tax forms in print. Our patrons do occasionally request the forms which we print for them, but the patrons have to pay for the printing.
   - We do not have the capacity (time and staff) to select and catalog digital collections.

2. **Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.**

- The University of Alaska Fairbanks has five rural campuses as well as a Community College. The remotely located rural campuses often do not have high speed internet connections. So, accessing online Government Documents might be a challenge.
- Travel to a depository library may involve a drive of 1 or more hours, or, in the case of residents or Molokai and Lanai, an airplane trip. We work very hard to make information accessible.
- Our users are primarily college students. Mostly our Forestry students are the users of government information. They are able to regularly find and use USFS Treesearch resource.
- Lack of internet access is a barrier.

3. What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?
- Interlibrary loan.
- We provide up to 10 pages of printouts free of charge to patrons. We also send printed or microfiche documents to public libraries on other islands so that patrons can use the material on their island.
- Our library provides always staffed reference services (during library operating hours) and online assistance to assist with the access to information including gov docs access.
- We orient patrons to .gov sites as requested.

4. Do you have library staff who can speak or translate other languages/dialects for your communities of users? If yes, which languages?
- Yes = 2/4 50%
- Mandarin = 1/4 25% Lakota = 1/4 25%

5. What type of Federal Government information finding aids do you make publicly available? (Check all that apply).
- LibGuides = 2/4 50%
- Web pages = 0
- Printed handouts = 0

6. In which languages do you provide finding aids? (Check all that apply) –
- English 3/4 75%

7. What Federal Government information topics do your communities of users look for that you don't have access to?

- Unknown.
- Scientific and technical literature, e.g., NASA technical reports, DoD technical reports.
- Print IRS Tax forms.
- N/A =1/4 25 %

8. **Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?**
   - Yes - 1/4 25% - When I am unable to locate something I contact my regional FDLP folks.
   - No - 2/4 50%
   - Don't know - 1/4 25%

9. **Which format is most preferred by your communities of users?**
   - Digital/online = 3/4 75%
   - Do not know = 1/4 25%
   - Printed = 0

10. **Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.**
    - Do not know= 1/4 25%
    - No =50/4 25%
    - Yes = 2/4 25%

    If yes, please describe:
    - Hawaiian is one of two official languages in Hawaii, along with English. Some state and University materials are available in Hawaiian. A few state forms are available in languages like Chinese or Marshallese.

11. **Are there services or resources you would like to see the FDLP, or GPO (Government Publishing Office) offer to make it easier to assist your communities of users?**
    - Do not know = 1/4 25%
    - No = 2/4 50%
    - Yes = 1/4 25% - Introductory Guides

12. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**
   - N/A = 3/4 75%
   - Yes = 1/4 25%
   - In Hawaii, all Native Hawaiian also speak English. The real challenge is serving speakers of Pacific languages like Marshallese, Pohnpeian, Yapese, and Chuukese.

Urban Libraries

RESPONSES TO THE 2021 BIENNIAL SURVEY OF DEPOSITORY LIBRARIES

172 Respondents

Q7 — 2021 Biennial Survey What significant projects or events affected your FDLP operations in the last two years? Do not report COVID-19 closings or limitations to public access during COVID-19. Select all that apply.		
Budget cuts	22/172	13%
Cataloging project	17/172	10%
Collection move	16/172	9%
Facility issues (e.g.: burst pipes, mold)	13/172	8%
Facility renovation	19/172	11%
Natural disaster	0	0%
New training initiatives	4/172	2%
Preservation project	3/172	2%
Space constraints	39/172	23%
Staff cuts or turnover	63/172	**37%**
System Migration	27/172	16%
Other: (1) Permanent staffing move to another building. (1) Cyber-attack - Lost access to the online collection for several months. (1) Staff was temporarily deployed to Disaster Service Work to assist other departments during the pandemic. (1) RFID conversion. (1) Large collection shift within one library space. (6) The Library lost a valued staff member who had over two decades of experience processing federal documents. The processing work has now been transitioned to another department. (7) Number of Staff available to work on the collection. (8) Major weeding project. (9) We had started the process to remove depository holdings in 2019.	9/172	**5%**
NA	60/172	**35%**

Q8 — 2021 Biennial Survey **What are your library's major plans for the depository operation in the next two years?** **Select all that apply.**		
Conduct a preservation project	5/172	3%
Digitize U.S. Government publications	19/172	11%
Enter into a new Selective or Shared Housing Agreement to house regional copies at an alternate location	0	0%
Inventory tangible collections	27/172	16%
Move FDLP material to a new location (within library building, new building, offsite storage)	19/172	11%
Plan strategic community outreach	13/172	7%
Renovate facilities	14/172	8%
Retrospectively catalog U.S. Government publications	22/172	13%
Train library staff in the use of U.S. Government information	37/172	**21%**
Transition to a digital digital-only depository and discontinue receipt of future tangible depository material.	23/172	**35%**
Undertake a large large-scale systems project, such as replacing or implementing a new library system platform	4/172	2%
Weed tangible collections	89/172	**52%**
Do not have any plans	42/172	**24%**
Other: Plan to leave the FDLP (4). Transition to a mostly digital depository (not all-digital)(3). Participate in the University of California FedDocArc and a digital copy in HathiTrust (1). Reduce selection profile, revamp Federal Government Resources webpage, produce virtual tours of the collection, continue physical displays and providing public programs (1). Due to personal turnover, we will be working on hiring staff replacements and train them per FDLP guidelines to be able to process and work with the collection (1). The library is in a new Dean search (1). Within ASERL's CFDP - possibly selecting another federal agency (or two) as Centers of Excellence (if selected, catalog records would need to be updated, N&O for these agencies, etc.)(1). We may move our Congressional hearings and reports/documents (any slip materials in the Y 1.1 and Y 4 ranges) out of the stacks to clear space for study areas. Those materials receive little usage.(1) We have an interim dean, with administration support, pushing to leave the FDLP (1). Increase digital holdings (1). Reduce selection profile (1). Revamp Federal Government Resources webpage, produce virtual tours of the collection, continue physical displays and providing public programs (1). Kelley Center which is in charge of FDLP service, is working on the strategic plan, which will provide more specific plans for the FDLP operation for next 3-5 years (1). Library plans to talk about transitioning to a digital-only depository once digital deposit of legal materials can guarantee permanent access in our institutional repository (1).	18/172	10%

33 Respondents

1. Describe any challenges you face in meeting the Federal Government information needs of your communities of users.
- They really don't come much to our library.
- Promoting online government resources, raising awareness of what is available online.
- We are able to effectively meet the Federal Government Information needs of our users.
- We are geographically separated from closest Urban center.
- I just started my new position along with being the FDLP coordinator here, so I am still learning the ropes on how best to serve our community.
- For the Senate community, one challenge we face is in promotion of the Library. Because there is no centralized information sharing among the 120+ offices, Senate staff aren't always aware that we exist.
- The COVID pandemic and resulting increase in telework created staffing and service challenges to our library, but our library responded with unique electronic access solutions combined with strategic staffing approaches.
- Staffing is the greatest challenge I have in meeting university and community needs.
- *Left blank*
- We are understaffed.
- *Left blank*
- None
- Our library is currently understaffed.
- Our primary community of users are students who are able to access most of our print depository collection through alternative electronic means. Our secondary community consists of public patrons who may have certain challenges with our collection, but not with items in the FDLP.
- As a state library, ISL tries to serve and meet the needs of the entire state of Indiana, and not just Indianapolis. Our biggest hurdle is awareness and understanding of exactly the purpose of a state library.
- *Left blank*
- Need to do a better job publicizing the collection. Library is in State House so in some ways it makes a lot of sense, but it's difficult to access.
- Access to older and unpublished hearings is difficult because they are not online.
- Our library has had staff cuts. This issue impacts our services. We are also doing retrospective cataloging of library resources.
- We don't face too many challenges, but with fallout from the COVID shutdown, we are struggling to keep our information available to everyone. What I mean is that we have

had to shorter our hours, and we have fewer staff members to help us at the reference desk.

- No challenges.
- The biggest government resource patrons inquire about are tax forms. We are not allowed to give tax advice and the IRS website and other tax help resources are often confusing to patrons.
- A challenge is many patrons do not have a good framework for local, state, and federal government. Also, parking is an issue.
- *Left blank*
- We are a private academic law library serving. We have a very small print collection of US govt documents but recently changed our profile to only add digital titles. The only public users eligible to use our library are those wanting to use government documents. We have very few, and usually, no visitors to our print/micro collection.
- None
- *Left blank*
- Current staff shortages.
- None
- Patrons are still interested in obtaining tangible government publications, especially to support legal research: Federal Register, CFR, slip laws, U.S. Statutes at Large, the USC and the U.S. Reports. It's easier to consult print rather than digital when needing to navigate across multiple sections of text and multiple volumes. For a public library in Philadelphia, a significant portion of our users are not technologically savvy, lacking in basic computer literacy skills. They often struggle as they navigate websites, which can in turn cause mistrust of the information that they're attempting to locate online. Many of these patrons will trust tangible material as authoritative rather than the information taken from the computer despite the source and any other authoritative markings found within a digital version of a publication.
- We don't have any challenges to relate at this time.
- Parking. We are a university in an urban area, and if folks want to use our resources, they either have to ride the bus to campus or find a place to park. Neither are super easy.
- Computer literacy is low in the community.

2. Describe any challenges your communities of users have experienced finding, accessing, or using Federal Government information.

- I don't know if they don't ask. Like the rest of the world, everyone just uses Google. They only come for a specific item if they think they can only get it here, and were specifically directed here.

- As far as I am aware, there have not been many challenges. It would be nice to have user guides for online resources available though. I feel like it never occurs to people to check these unless they are directed there by library staff.
- We are not aware of any specific challenges.
- We are geographically separated from closest Urban center. Delaware does not have a great public transportation system and we are several miles from downtown Wilmington
- Not always clear where to find the best information for need.
- Our Senate community users generally prefer online information so if what they are looking for isn't online, they may miss it.
- I cannot think of any specific instances of our users having difficulties accessing or using Federal Government information.
- The installation of turnstiles in the library has made use of the collection by external community members nearly nonexistent. Former regulars slowly stopped coming in because the turnstiles intimidated them; being that that were wary of providing a picture id to get a guest pass to enter the building. Also, I do not have adequate ways to reach them via the internet, like a webpage.
- *Left blank*
- Non-student users are not aware of what we have to offer them.
- *Left blank*
- None
- No known challenges.
- The most common issue that may arise specific to our depository collection is accessing certain things that may be in the Congressional Serial Set.
- Indiana has done a great job ensuring citizens have access to government information and documents. I think the biggest challenge is raising awareness of how government information or documents can be of help/use to the general public.
- *Left blank*
- Closed stacks so patrons can't browse. They need to speak with a librarian which might be intimidating.
- US Federal Budget information is not as straightforward as it should be, and it can be difficult to find specific spending amounts.
- We have media like diskettes and floppies that cannot be used by our users as the library does not have equipment to read these formats.
- We are not a big library, so some patrons might hope that we offered more variety of sources, but we do offer a lot of information for our focused library user.
- No challenges.

- The biggest challenge often involves the fact patrons do not know how to find these resources. Most of the challenge comes from the tech savviness of patrons. If something can only be done or found online, a patron who does not own a PC needs extra help navigating to where they need to go.
- Not enough experience using the computer by themselves.
- The TFOP program has been challenging due to last minute decisions in congress.
- Don't know as we've not had any requests to use our collection.
- The sheer volume of government documents, combined with lack of knowledge about retention schedules is an issue for me.

  Like, I can find things from Library of Congress, National Archives, Smithsonian, etc. but I have no idea where to go for records from specific government agencies. As an example, I'm interested to know if I can find a copy of a [record] that supposedly created the neighborhood in which I live. But I have no idea if this is still extant or even how I would begin to search for it.
- *Left blank*
- General lack of knowledge in the general public about FDL
- None
- For a public library in Philadelphia, a significant portion of our users are not technologically savvy, lacking in basic computer literacy skills. They struggle as they navigate websites, which can in turn cause mistrust of the information that they're attempting to locate online. Many of these patrons will trust tangible material as authoritative rather than the information taken from the computer despite the source and any other authoritative markings found within a digital version of a publication. Also, it's sometimes easier to use a printed publication as opposed to an electronic version, especially when attempting to copy source citations into a word processing document (e.g. court filings and brief composition).
- Users have not reported any challenges to us of which we are aware.
- We don't hear about problems on a large scale. The public does not make much use of our collection onsite. I don't know the extent to which they use the resources online.
- Many public patrons struggle with literacy and basic computer skills so using both print and online resources can be a challenge.

3. **What services does your library provide to meet the needs of your communities of users and/or to facilitate access for those who face additional challenges?**
- None particularly, except computers and a microform reader/scanner.
- Our library is open 7-days per week, usually into the evening. Staff are always available to directly assist patrons with any informational need.

- We are ADA compliant across our web presence and we will make accommodations for users needing assistance accessing the print collection. We also make referrals to the UC Disability Services Center when appropriate.
- We provide reference services and answer phone, chat and email questions from users lo away from us physically
- *Left blank*
- For the Senate community, we provide service during regular business hours as well as e or weekend hours that the Senate is in session. We provide research assistance, loan bool gov docs, take acquisitions suggestions, provide eBooks and audiobooks, offer classes in resources like Congress.gov and the Congressional Record, and provide personalized trai on request. We also manage a website that contains finding aids, research guides, readin; and other tools.
- We make every effort to accommodate those of our users who face additional challenges accessing Federal Government information.
- We provide open stacks of all government resources collections, a cluster of computers th not require university credentials to access them, incorporated ADA seating, provide reso in print and electronically, university classroom instruction utilizing government resour and one-on-one research consultations either via zoom or face-to-face.
- *Left blank*
- We provide reference services to all users, and accommodate them as they need.
- Adaptive computer software for the following: text to speech, screen enlargers, and softw that will read the screen. Document format conversion to braille or text is provided on re
- We rarely get questions regarding help finding, accessing, or using Federal Government information, but when we do, we have a strong customer service focus and librarians will provide one-on-one help retrieving the information.
- Our library provides reference services by phone, email, and in person.
- As a publicly-open law library, we have patrons who come in with heightened questions, aim to assist them as much as is reasonable and is not legal advice.
- ISL prioritizes outreach by hosting free webinars on government information topics, shar GPO webinars to library listservs in the state, organizing and hosting a free government information themed conference every other year, and visiting other FDLP libraries in the ensure services to the public are available.
- Guest card computer/internet access.
  Accessibility & Inclusion: https://montgomerycountymd.gov/library/accessibility/index.h
- Public computers, librarians, elevators, email, chat, scanning, etc.
- Reference help via email and in person, for help with access.
- We have tangible FDLP collections integrated in the open stacks with other library collect Government resources can be accessed through discovery services like Primo. We provid public access and reference service to facilitate access to FDLP resources.
- We offer free xeroxing for patrons (up to 20 pages a day) and we offer them a place to sit a research their materials.

- Reference assistance for open stacks.
- We have not had an unsurmountable challenge thus far while offering services.
- We have community access computer terminals in the library for anyone to use and they [...] used.
- Our elderly and other populations appreciate that we still provide physical tax forms.
- We are open to the public for use of government documents but we do not have many, if a[...] users. We are equipped to facilitate access/assistance.
- We have an Assistive Technology Center in the library.
- *Left blank*
- General access and copying for Gov. Deposit items.
- Library is ADA compliant with access to the building. Reference Librarians are available t[...] answer questions.
- Sometimes, I will provide printed copies of publication requests to meet public service ne[...] We also continue to select for print versions of publications in high demand: Federal Reg[...] CFR, USC, slip laws, U.S. Statutes at Large and the US Reports.
- We provide reference and research consultations, and assistance for finding print materi[...] the library. We provide assistance to users with physical challenges, retrieving the mater[...] them if necessary. We will consult with the college's Office of Disability Services if the use[...] to use assistive technology equipment while in the library.
- Public access computers with printing/scanning capabilities. Microfilm scanners.
- Librarians conduct thorough reference interviews when needed and attempt to locate information for patrons.

4. **Do you have library staff who can speak or translate other languages/dialects for your communities of users? If yes, which languages?**
   - No = 19 (58%)
   - Yes = 14 (42%)
   - Spanish = 11   Chinese = 3   French = 3   Russian = 3   Vietnamese = 2   Portuguese = 2   Hindi = 2   Korean = 2   Arabic = 2
   - French and Spanish if necessary. We have not yet been approached for translation needs. We can also ask language instructors who teach other languages on campus for assistance if necessary if it is an urgent matter. Other languages taught at the college include: German, Arabic, Chinese and Japanese.
   - We have an internal database of staff expertise that includes languages, staff turnover can impact language expertise available on staff: Arabic; Ancient Greek; Armenian; Bambara / Dyula; Bosnian; Bulgarian; Catalan; Chinese; Croatian; Danish; Dutch; French; German; Italian; Japanese; Kimeru; Kiswahili; Korean; Macedonian; Montenegrin; Norwegian; Persian; Polish; Portuguese; Provencal; Romontsch;

Russian; Serbian; Slovenian; Spanish; Tagalog/Kapampangan; Tamazight; West African Pidgin.

- We have student workers from many countries across the world. I am not able to list all of the languages, but there are many, including Spanish, French, Russian, Bosnian/Serbian.
- All languages; as a city government department we also mandated to provide language access services as per a department plan: https://www.phila.gov/media/20220322125839/Free-Library-Language-Access-Plan-January-2022.pdf.

5. What type of Federal Government information finding aids do you make publicly available? (Check all that apply).
- LibGuides (19), please provide links to these resources:
  - https://guides.lib.uci.edu/us
  - https://libguides.law.widener.edu/gov-docs/getting-started
  - Too many to list at the moment
  - https://research.library.gsu.edu/GovernmentInfo
  - https://libguides.northwestern.edu/usdocs; https://libguides.northwestern.edu/census; https://libguides.northwestern.edu/CR; https://libguides.northwestern.edu/NorthwesternMapLibrary
  - https://library.lakeforest.edu/govdocs
  - https://lawlibguides.luc.edu/c.php?g=610786
  - http://guides.emich.edu/govinfo
  - https://guides.lib.wayne.edu/Censushttps://guides.lib.wayne.edu/sotm/2013/12
  - https://shlawlibrary.libguides.com/basicfreelegalresearc h (Includes non-gov resources also)
  - https://libguides.lehman.edu/fdlp-basic-collection https://libguides.lehman.edu/Bronx_and_New_York_City_Resources
  - https://nyli.libguides.com/c.php?g=1048650
  - https://guides.tourolaw.edu/c.php?g=703812&p=4996147
  - https://libguides.ursinus.edu/c.php?g=393665
  - https://guides.smu.edu/government
  - https://libguides.fdlp.gov/fdlp-basic-collection
- Web pages (13), please provide links to these resources:
  - https://www.senate.gov/ https://www/govinfo.gov https://www.congress.gov
  - https://www.library.northwestern.edu/libraries-collections/government-collection/index.html

- https://dc.library.northwestern.edu/collections/faf4f60e-78e0-4fbf-96ce-4ca8b4df597a
- https://library.lakeforest.edu/govdocs
- https://feddocs.lib.in.us/
  https://www.in.gov/library/collections-and-services/reference/feddeposit/
- https://lib.umassd.edu/find-borrow-request/government-documents/
- https://stclaircountylibrary.org/search_and_media/databases/government-resources
- https://nyli.libguides.com/federallegislativehistoryguide
- https://www.stjohns.edu/davislibrary
- https://www.tourolaw.edu/lawlibrary/242
- https://libwww.freelibrary.org/programs/government/
  https://libwww.freelibrary.org/locations/departments/government-publications-department
- Printed handouts (6)
  - Catalog, Ready Reference
- Other (7) please specify:
  - Library Catalog, website page linking government resources
  - Commercially produced finding aids: Hein Online; ProQuest Congressional; Lexis; ReadEx
  - While we have several LibGuides that integrate government publications, we do not have a guide specifically focused on those materials.
  - Since we dropped our Springshare subscription, we no longer have a publicly accessible finding aid, but we have it for staff to access in SharePoint and share the info with patrons.
  - Flyers from GPO
  - Direct response to information requests via telephone and email
  - Periodic news stories posted on the library's web page. Example: https://www.ursinus.edu/live/news/7123-open-educational-resources-oer-and-us-federal

6. In which languages do you provide finding aids? (Check all that apply) –
- English (28) (85%)
- Spanish (4) (12%)
- Chinese (1) (3%)
- *Left blank* (4)

7. What Federal Government information topics do your communities of users look for that you don't have access to?
- Classified documents.

- We are generally able to connect patrons to information they are seeking, even if it is not available directly from our facility.
- We are not aware of any Federal Government information topics where we have been unable to supply information to our patrons.
- *Left blank*
- Besides current journals, users may look for historical information that we may or may not have access to and have difficulty obtaining from another source.
- Reports to Congress. We have some but not all.
- I cannot think of any specific topics.
- Well, since the majority of new information resides online, I have had an issue with access. If a patron is doing original or historical research, I may or may not have that printed resource on my shelf. If I do not, I know I can reach out to the documents community to see who does have it.
- *Left blank*
- *Left blank*
- NA
- None
- None known.
- To my knowledge, we have not received requests for federal government publications not in our collection.
- None. ISL is a Regional Depository.
- Up-to-date departments' staff directory info, with names and contact info.
- *Left blank*
- Public private partnerships, budget (requested spending does not match one category).
- Our community of users generally find what they are looking for in our library.
- None that I know of.
- None.
- N/A
- *Left blank*
- Not sure
- N/A
- *Left blank*
- *Left blank*
- Our Library is Insurance, Risk Management and Actuarial Science. These are the type of info resources our users look for. They don't look for other topics here.
- None
- Free access to federal case law. Digital access to some census publications only available in print or on microfiche.
- Restricted Government data.
- Unknown

- NA. Most patrons are here for case law / legal information, which, as a law school library, we have in droves from both FDLP and commercial sources.

8. Are there Federal Government information resources with which library staff have difficulty assisting your communities of users?
- No = 17 (52%)
- Do not know = 10 (30%)
- Left blank = 1 (3%)
- Yes = 5 (15%)

    If yes, please describe:
    - Most of them. Unfortunately, there is not much desire by others to want to learn about docs.
    - Only to the extent that certain microform materials can be difficult to navigate without expert assistance though we do have librarians who can assist.
    - Budget information.
    - We cannot afford a subscription to federal case law databases. Not all case resources are available through free, online resources. There are paywall limitations even with some inter-library loan requests.
    - Restricted government data.

9. Which format is most preferred by your communities of users?
- Audio = 0
- CD/DVD = 0
- Digital/online = 24 (73%)
- Printed = 6 (18%)
- Do not know = 3 (9%)

10. Does your state, local, or tribal government provide information resources designed to meet the unique needs or challenges of your communities of users? For example, materials in multiple languages.
- No = 8 (24%)
- Do not know = 13 (39%)
- Yes = 11 (33%)
    - State Court provide some information in Spanish https://courts.delaware.gov/help/espanol.aspx.
    - Spanish.
    - Our city and state both provide many information resources in many languages.

- Both State of Illinois and City of Evanston websites provide language translation via Google translate of webpage content into multiple languages, more than 100 for the Illinois site.
- Webpage language translations— https://www.montgomerycountymd.gov/mcg/translations.html Seniors— https://www.montgomerycountymd.gov/senior/ Telephone interpretation— https://www.montgomerycountymd.gov/lep/res_contractors.html Immigrant resource center— https://www.montgomerycountymd.gov/gilchrist/ Crisis services- https://www.montgomerycountymd.gov/HHS/ProgramIndex/CrisisServicesindex. html Business startup and finding— https://www.montgomerycountymd.gov/business/start/ https://www.montgomerycountymd.gov/business/doing-business-in-mc/funding-incentives.html.
- Yes, and our public libraries also have more services around federal information.
- Multiple languages, Mass.gov site for the state documents depository program; ability to submit published state documents to the state library, assistance with disability advocacy, home health services, Medicaid, and accessing community resources to help people with disabilities.
- Certain material is in multiple languages.
- Spanish and others since Manchester is a refugee city.
- Language Access Plan: https://www.phila.gov/media/20220322125839/Free-Library-Language-Access-Plan-January-2022.pdf.
- Pennsylvania offers voting information in a few languages specific to counties, has documents in Spanish from other agencies/divisions, and also has Google Translate linked to the main site so that users can select the language of choice. Montgomery County offers translation services on request.

11. **Are there services or resources you would like to see the FDLP, or GPO (Government Publishing Office) offer to make it easier to assist your communities of users?**
    - No (10)
    - Do not know (13)
    - *Left blank* (1)
    - Yes (9)

    If yes, please describe:
    - Get the rest of the retrospective conversion scanned and let us get rid of the paper legacy collection.

- User guides for online government resources targeting to users and members of the public.
- I would like to learn more about outreach to our non-student community.
- Help with materials in different languages.
- Standalone budget document which contains tables with specific spending categories. It could also contain what was requested by the president. Current. document has too much narrative and does not have all spending broken down by category.
- Provide web cast (pre-recorded) training to enhance familiarity with government information and FDLP tools and resources.
- Current information on health that we can order a la carte.
- The sheer volume of government documents, combined with lack of knowledge about retention schedules is an issue for me. Like, I can find things from Library of Congress, National Archives, Smithsonian, etc. but I have no idea where to go for records from specific government agencies. As an example, I'm interested to know if I can find a copy of a [record] that supposedly created the neighborhood in which I live. But I have no idea if this is still extant or even how I would begin to search for it.
- If moving to an all-digital distribution, it is hoped that some material can still be requested by selectives in print. Patrons really need access to free legal resources to support pro se filings. We won't be able to meet the demand for information if at some point in time, the option to select these materials as tangible goes away.

12. **Please use this comment box if you want to share anything else that is not covered by the survey questions that you think will assist the Working Group with its charge. If you have no additional comments, please use NA.**

- My library is the university library of a Primarily Black Institution (PBI). Please include this federal designation in future surveys. Thank you.
- We are a law school library. Most of our users are law students, law faculty, and lawyers.
- I am always grateful for the FDLP and the free hand outs and information we receive as part of the FDLP network. Thank you!
- I look forward to a la carte ordering. I understand this has been in the works for years.
- We are a selective depository library. We collect documents relating to law and legislation. Our government document collection is now almost completely digital.

- Although the Census regards Collegeville as urban, the area we serve as a selective FDLP library is more suburban than urban. Perhaps there should be entries in the FDLP Directory where FDLP Libraries can describe the services they provide that help underserved populations, and the languages that they know. I also am part of a nascent group on the college's campus that discusses best practices for universal design and ideas to implement tools and strategies to develop and maintain an inclusive campus for the community, Perhaps the FDLP can offer more helpful webinars focusing on assisting underserved populations. I would be interested in attending them. Thank you.

Appendix D: Selected Federal Agency Websites with Resources in Languages Other than English

Federal Agency	Group Served	Languages Published
Administration for Children and Families (ACF)	Various including children, women, African Americans, Hispanics, and Native Americans	Site can be changed to a variety of languages
Administration for Native Americans (ANA)	Native Americans	Site can be changed to a variety of languages
Bureau of Indian Affairs (BIA)	Native Americans	no other languages but provides services to the 574 federally recognized tribes
Catalog of U.S. Government Publications (CGP)	Various	Search for publications in other languages using the Advanced Search
Census Bureau (CB)	Counts all residents of US, published guides for the 2020 Census in multiple languages, and publishes reports on the languages spoken in the United States	Guides published in Braille, Spanish, Chinese, Russian, Hindi, Slovak, and Yiddish among others
Centers for Disease Control (CDC)	Hispanic, other minorities, children, women	Spanish, French, Ukrainian, Portuguese, Vietnamese
Consumer Financial Protection Bureau (CFPB)	Various including Hispanics, immigrants, women and senior citizens	Site can be changed to Spanish, agency publishes in a variety of languages including Haitian Creole, Tagalog, and Vietnamese
Elder Justice Initiative (EJI)	Senior citizens, focuses on fraud and elder abuse	Site can be changed to Spanish
Health.gov (My Health Finder)	Emphasis on health literacy for all citizens	Site can be changed to Spanish
Medline Plus	Information for the public on health topics. Publications in various languages including Arabic, Dari, Farsi, German, Haitian Creole, Hmong, Italian, Japanese, Kurdish, Nepali, and others	Site can be changed to Spanish
National Institutes of Health (NIH)	Provides health information on a variety of topics for all age groups	Site can be changed to Spanish
Occupational Health and Safety Administration (OSHA)	Health and safety information in the works\place for all types of occupations	Under Search OSHA the site provides information in Arabic, Chinese, French, Korean, Portuguese, and Spanish among other languages

Federal Agency	Group Served	Languages Published
Office of Minority Health (OMH)	Health information for minority groups such as Hispanics, Blacks and Native Americans. The site includes state and territorial information	Site can be changed to Spanish
Ready.gov	Site dedicated to offering disaster information	Site can be changed to Spanish and offers information in other languages including Chinese, Korean and Vietnamese
Social Security Administration (SSA)	Information on social security and Medicare in Arabic, Greek, Chinese, Korean and Russian among other languages	Site can be changed to Spanish
U. S. Department of Education (ED)	economically disadvantaged students, Hispanics, immigrants	Has a language assistance drop-down menu at the top of the website and includes Spanish, Chinese and Tagalog among others
U.S. Citizenship and Immigration Services (USCIS)	Provides immigration and naturalization information in multiple languages on	Site can be changed to Spanish, agency publishes in a variety of languages including Haitian Creole, Tagalog, and Vietnamese
USA.gov	Web portal to the U.S. Government	Site can be changed to Spanish

Appendix E: Selected Annotated Bibliography

Adkins, D., and Burns, C. S. (2013). Arizona public libraries serving the Spanish-speaking: Context for changes. *Reference & User Services Quarterly 53*(1): 60-69. Accessed 03/27/2023.

This article examines the growth of Arizona's anti-immigrant legislation and laws in congruence to the fact the state continues to be home to an increasingly large Hispanic and Latino population which continue to grow and thrive. Librarians across the state were surveyed about their services to the Spanish-speaking in light of the 2010 U.S. Census of Population and growth Arizona experienced. From the data received, the authors concluded "nativist state legislation and anti-immigrant sentiment work against the increase of services to the Spanish-speaking." While the anti-immigrant sentiment is at an all-time high, librarians still work to keep services consistent and equitable to all.

Allen, B.C.M. and Esters, L. T. (2018). Historically Black Land-Grant Universities: Overcoming Barriers and Achieving Success. CMSI Research Brief. Accessed 03/27/2023.

Allen, a third-year doctoral student, and Esters, a professor from the Department of Agricultural Sciences, Education, and Communication at Purdue University use this 10-page research brief to provide an overview of the creation of land grant public institutions of higher education from the 1862 Morrill Act and to its updated version in 1890. The 1862 Act made funding, land, and other resources available to all 50 states for the establishment of schools focused on agriculture, military sciences, and mechanical arts but was exclusively for white students. The authors refer to these institutions as Historically White Land-Grant Institutions or HWLGU's. The 1890 Act paved the way for the establishment of 21 Historically Black Land-Grant Universities, which the authors refer to as HBLGU's. These institutions were primarily limited to southern states and were afforded no land provisions and little to no resources. Allen and Esters' research exposes some long-term inequities between the types of institutions arising from the two Morrill Acts. Despite the obstacles, the authors highlight the successes of the HBLGU's in terms of providing opportunity for quality higher education for African American and low-income students. They conclude with five recommendations for policymakers, practitioners, and stakeholders to improve the sustainability of HBLGU's and ensure their continued success.

American Library Association. (2022, February 4). Leverage Libraries to Achieve Historic Progress Towards Digital Equity for All. Submission to the National

Telecommunications and Information Administration, U.S. Department of Commerce. [Docket No. 22105-0002]. Accessed 03/27/2023.

In this 35-page comment, the American Library Association (ALA) provides a review of the history and support for broadband access and open data through the myriad of laws and legislation currently in-force. This comment also offers thanks and support to the U.S. National Telecommunications and Information Administration for their work shepherding the legislation to a successful conclusion to ensure digital equity, inclusion, and literacy.

Askew, C. and Phoenix, S. (2011). [The State of Libraries at HBCUs: A Comparative Analysis Using the Data Collected through the Academic Libraries Survey](). Accessed 03/27/2023.

In this 2011 report, Askew and Phoenix examined data from 193 academic libraries in total, specifically 94 HBCU designated libraries and 99 non-HBCU designated libraries. The data set integrates data from the IPEDS pertaining to outlets and staff, expenditures, collections, technology, and library services and information literacy.

The authors found that according to the data the select group of HBCU institutions are not so vastly different from their peer non-HBCU institution counterparts. However, it was noted that the average total expenditure for the non-HBCU group was twice the amount spent by HBCU institutions. This fact is noteworthy by the authors as the non-HBCU libraries had healthier budgets with which to achieve comparable objectives.

American Library Association. (2022, April 1). State of America's Libraries Report 2022. https://www.ala.org/news/state-americas-libraries-report-2022.

This report finds the increase in the number of book challenges and bans were targeted at minority and gender-based authors or topics. The *Build America's Libraries* bill was the first in decades to gain some traction in a widely divided Congress which demonstrates the need for underserved communities to have library services across the board.

Bornholm, C. D. and Lindvall, R. (2005). [Tribal Libraries and the Federal Depository Library Program](). Accessed 03/27/2023.

Bernholz and Lindvall discuss the role of tribal libraries within the FDLP based upon their 2003 Fall depository library conference presentations about how a regional depository supports the mission at different Tribal Colleges within Nebraska. This article briefly examines the information literacy needs of Tribal Colleges and then describes the advantages depository status would bring to each Tribal College Library in addition to supporting their curriculum. The authors compare other Tribal Libraries within the

United States and how e-documents enhance the overall quality of service to students using these collections.

Comito, Lauren and Zabriskie, Christian. *2022 Urban Library Trauma Report* (Brooklyn, NY: Urban Librarians Unite, 2022). Accessed March 31, 2023.

Congressional Research Service (CRS). (2017). Programs for Minority-Serving Institutions under the Higher Education Act. R43237. Accessed 03/27/2023.

This report examines how federally Higher Education Act programs serving minority students are funded primarily under Titles III, V, VII. Further, CRS provides the federal definitions for various kinds of minority-serving institutions (MSI) including Low-Income Serving Institutions (LISI), American Indian Tribally Controlled Colleges & Universities (TCCU), Alaska Native and Native Hawaiian Serving Institutions (ANNH), Native American Serving Nontribal Institutions (NASNTI), Asian American and Native American Pacific Islander-Serving Institutions (ANNAPISI), Historically Black Colleges & Universities (HBCU), Predominantly Black Institutions (PBI), and Hispanic Serving Institutions (HSI). This report provides eligibility requirements, allotments, program administration, and authorized activities.

Craley, A. (2018). Management: A Community of Collaboration. *Reference and User Services Quarterly, 58*(2), 73–75. Accessed 03/27/2023.

The author describes her time at Harford [Maryland] Community College while it underwent a profound staffing model change to meet the needs of the students while embracing ACRL's Standards for Libraries in Higher Education, principle and performance indicator 8.8 "Library personnel continuously examine and transform roles to meet the needs of the evolving organization". The result of this transformation is briefly outlined but no data is provided to support any conclusion.

Contrada, C. (2019). Reference and Information Literacy in the Community College Library. *Reference and User Services Quarterly, 58*(4). Access 03/27/2023,

Focused on the mission of community colleges to combine service and learning, Contrada explores the intersection of information literacy and reference with the college experience to demonstrate the uniqueness of the role these libraries play in the life of a college student. In several states, community colleges are the life-blood to so many students who have no other access to higher education and these libraries connect them to previously unimagined resources. Connecting reference and info lit is not a new

practice, but in this article, the author reimagines the pedagogies and ties them with the ACRL Framework.

Freeman, S. F. (2022). [Creating Access to HBCU Library Alliance Archives: Needs, Capacity, and Technical Planning](#) – a focus group study. Council on Library and Information Resources. Accessed 03/27/2023.

This report is the result of a partnership between the HBCU Library Alliance and the Council on Library and Information Resources. It explores the common barriers and shared visions for creating access to archival collections held by HBCU libraries. Author Sharon Ferguson Freeman facilitated a series of online focus groups with HBCU library directors and deans. Her study provides insight into the significance of special and archival collections for HBCU librar-ies and their communities. Chronicling nearly 300 years of the lived experiences and legacies of African Americans, these materials are necessary to understand the achievements, influence, and global impact of people of African descent not only in America, but throughout the diaspora.

However, many of these collections remain inaccessible because of constraints or lack of staffing, space, equipment, preservation and other resources.

Garcia, G. A., Ramirez, J. J., Patrón, O. E., and Médina, O. (2017). [Reframing Hispanic Serving Institutions (HSIs): A Counterstory of a "Latinized" Institution in the Midwest](#). *CMSI Research Brief.* Accessed 03/27/2023.

In this 13-page brief, the authors provide a holistic overview of the complexities involved in the HSIs world. There is no such thing as a single Hispanic culture or perspective as there are so many and they are as varied as any group of people in the world. These authors delve into the challenges, investigate context, and provide recommendations. Upcoming books and research from these authors are also explained.

Grimes, Justin, Institute of Museum and Library Services. Office of Planning, Research, and Evaluation. (n.d.) [What's so Rural 'bout Rural Libraries, Anyway](#)? [Blog] Accessed 03/27/2023. .

Lumley, R. M. (2020). The Academic Library and Social Justice: Exploring Librarian Attitudes at One HSI. *Journal of Higher Education 19*(4): 472-491. https://doi.org/10.1177/15381927188231

According to the ALA 2017 member demographic survey, over 86% of America's academic librarians remain primarily white while the campus's student populations have grown more and more diverse. This article explores using a Q study to determine how well librarians at an HSI really know themselves and their self-proclaimed objectivity related to social justice. The findings are very interesting and perhaps should be replicated across faculty and all of academia.

Midgeley, W. H. (2012). [Results of a Survey to Determine Compliance of North Carolina Community College Library Instruction Programs with ACRL Guidelines](). A Master's paper for the M.S. in L.S. degree. Accessed 03/30/2023.

This 2012 thesis examines how the ACRL instruction guidelines are used in 15 North Carolina community college libraries through a survey instrument. Provides enrollment some overall enrollment data including for minority students up to 2011. The data may be germane to our working group.

Montenegro, E., Suarez, R., and Alvarez, N. (2022). *Building a library family: Community college library internships and nontraditional mentor models as a means of recruitment, growth, and retention of librarians of color*. In Academic Library Mentoring: Fostering Growth and Renewal, vol. 3. https://www.researchgate.net/profile/Erika-Montenegro-2/publication/364122586_Building_a_Library_Family_Community_College_Library_Internships_and_Nontraditional_Mentor_Models_as_a_Means_of_Recruitment_Growth_and_Retention_of_Librarians_of_Color/links/633b38fd9cb4fe44f3fb9298/Building-a-Library-Family-Community-College-Library-Internships-and-Nontraditional-Mentor-Models-as-a-Means-of-Recruitment-Growth-and-Retention-of-Librarians-of-Color.pdf

This chapter examines the reflections of three librarians' journeys from graduate LIS students through their internships at East Los Angeles College to their current librarian positions. As a result of this internship, they discovered the value of mentorship and a network of peers to help them grow and thrive - essential to what we are discovering as we delve into the unique and diverse communities we are serving. It is an outstanding article for anyone wishing to learn more about community colleges and HSIs.

Park, C. C. (2019). Finding Government Resources Online: A Webometric Study of Selective Federal Depository Library Websites. *SLIS Connecting 8*(1). Accessed 03/31/2023.

Real, B., Bertot, J. C., & Jaeger, P. T. (2014). Rural Public Libraries and Digital Inclusion: Issues and Challenges. *Information Technology and Libraries, 33(*1), 6-24. Accessed 03/31/2023.

This article, published in 2014 was written by Brian Real, a PhD candidate, John Carlo Bertot and Paul T. Jaeger, both Professors and Co-directors of the Information Policy and Access Center at the University of Maryland, College Park, Maryland. The authors examine data from the 2012 Public Library Funding and Technology Access Survey and other smaller surveys. They noted that the data showed that rural libraries tend to lag behind most of their urban and suburban counterparts, when it comes to technology service offerings. Although a weaker technological infrastructure might be one cause for this disparity, the authors discovered it was not the only cause.

Their research indicated that two of the most significant impediments to rural libraries reaching their full customer service potential are insufficient staffing and funding mechanisms that primarily rely on local resources.

Real, B., and Rose, R. N. (2017). Rural libraries in the United States recent strides, future possibilities, and meeting community needs. American Library Association. Office for Information Technology Policy. https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/pdfs/Rural%20paper%2007-31-2017.pdf

This 2017 report from ALA examines rural libraries technology needs and the impacts of the growing digital divide. In 19 pages, this report looks at local budgets providing most of the funding for rural libraries including infrastructure support which is declining.

National Center for Education Statistics. (2023). Fast Facts- Historically Black Colleges and Universities. Accessed 03/31/2023.

Website that answers the question, "What data do you have on historically Black colleges and universities in the United States?"

Warren, L. A. (2006). Information literacy in community colleges: Focused on learning. *Reference & User Services Quarterly, 45(*4), 297–303. http://www.jstor.org/stable/20864559

> A seminal article related to information literacy within community colleges, Warren presents information from the 2004 CCSSE (Community College Survey of Student Engagement) which found "Community college students typically balance schoolwork with significant personal, academic, and financial priorities and responsibilities," which is as true today as it was back then, with significant caregiver responsibilities added.