How the Prevalence of Federal Digital Information Has Affected Agency Information Strategies:

Results of Case Study Research

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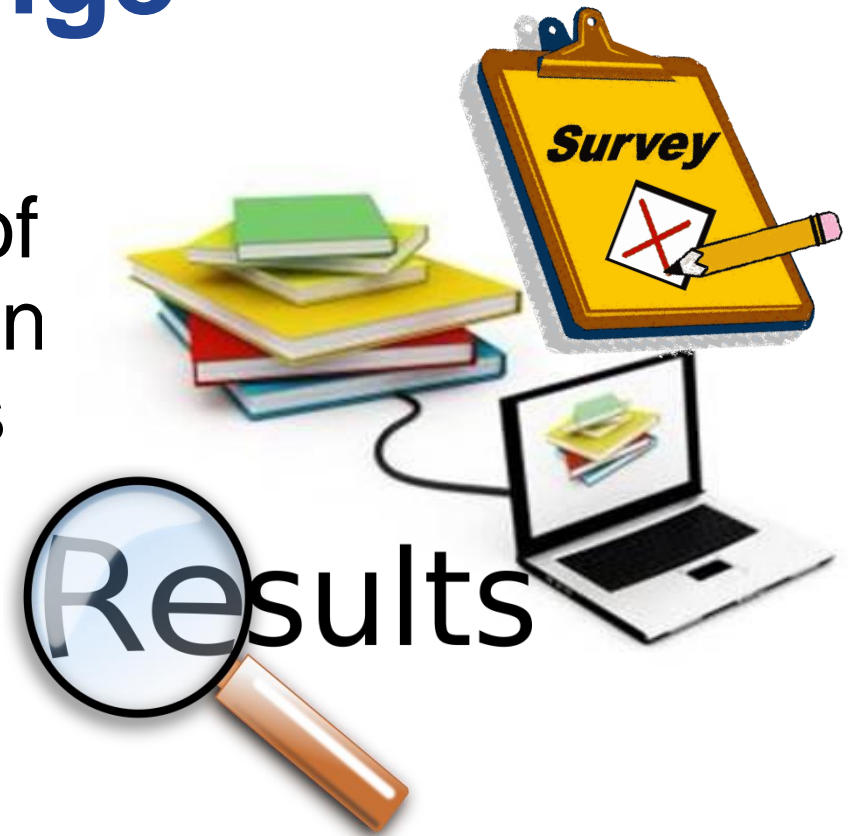**U.S. Government Publishing Office**

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Vision

To provide Government information when and where it is needed

The Big Challenge

Identifying the corpus of Government information dissemination products

Understanding Information Strategies of Federal Agencies

- Publishing
- Dissemination
- Preservation

The Study and the National Plan

- Federal agencies will have more awareness of and contribute their content to the Federal Depository Library Program, the Cataloging and Indexing Program, and the Federal Information Preservation Network.
  - Work with agencies to identify and define their corpus of Government information
  - Develop a proactive agency liaison program
  - Increase the number of content partnerships with agencies
  - Increase the amount of born digital and converted content available through FDsys/**govinfo**
- GPO's *Catalog of U.S. Government Publications* will be a comprehensive index to the corpus of Federal Government information
  - Transform LSCM from a print-centric operation to a content-centric operation

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Providing Cost-Recovery Research, Analysis and Translation Services to Federal Agencies Since 1948

Presentation to
The Federal Depository Library Program Annual Meeting
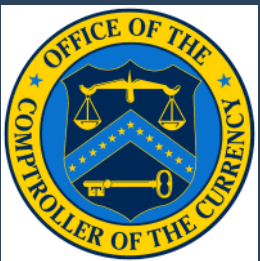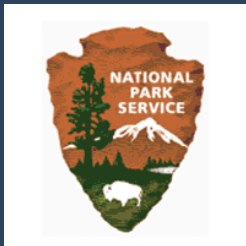
October 17, 2017

Ramon Miro

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National and International Outreach

Federal Research Division

GPO Digital Case Studies Interviews

GPO Digital Case Studies Interviews

<u>Methodology/protocol</u>:

- Structured interviews (45 mins) with agency communications leadership conducted over the phone or in person.

- Review of agencies' Digital Government Strategy implementation reports and other information dissemination guidance.

- FRD invited 70+ Federal agency communications managers and 45 federal librarians to participate in a structured interview addressing five key topics.

- Invitations included a letter from the Acting Superintendent of Documents underscoring the importance of the effort to GPO.

- Interview discussion guide was provided in advance to allay concerns and speed the interviews.

GPO Digital Case Studies Interviews

<u>Key topics addressed</u>:

- ✓ **Agency Publishing/Dissemination Activities**

- ✓ **Open Access Policies**

- ✓ **Product Formats and Dissemination Channels**

- ✓ **Preservation Activities and Policies**

- ✓ **Content Partnerships**

- ✓ **Awareness of GPO's Statutory Public Information Programs**

GPO Digital Case Studies Interviews

Dissemination Activities and Policies for Open Access:

- Which office(s) within your agency is (are) responsible for dissemination of public information products?

- Where or how are agency information dissemination policies documented?

- Are these policies communicated as part of employee training for staff involved in communications/publishing roles?

- Is information dissemination included in your agency's continuity of operations (COOP) plan?

- Does your agency disseminate contractor- or grantee-produced content? Is this content published in the same manner as agency-generated content?

GPO

GPO Digital Case Studies Interviews

Information Product Formats and Dissemination Channels:

- What are your main public information products?

- What percentage of your public information products are disseminated via agency websites?

- What other channels of information dissemination is your agency using?

- How does your agency use social media as an information dissemination tool?

- Are any information products print-only?

- Does your agency/office disseminate products in microfiche format?

GPO Digital Case Studies Interviews

Preservation Activities and Policies:

- Which organization(s) within your agency is (are) responsible for preservation of public information products?

- Does your agency follow Federal Agency Digital Guidelines Initiative (FADGI) guidance for creating and preserving digital content?

- Does your agency archive digital content once it is no longer posted on the current sections of agency websites?

- Does your agency have plans to digitize older tangible content?

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Content Partnerships

- Does your agency partner with an external organization or service to broaden public access to your information products? If so, who with?

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Awareness of 44 USC Chapt 19 Programs and Policies

- Would you say staff at your agency are aware of the statutory mandates that guide GPO's public information programs?

- Does your agency provide guidance or regulations on how to comply with the FDLP provisions?

- Are communications/ publications staff at your agency familiar with how GPO can assist them in making content more accessible to the public through FedSys/govinfo?

- Does your agency Communications/Publications Office, Library or other component have a schedule for notifying GPO of new agency content?

- Do Web/publishing content managers at your agency use GPO's Document Discovery webpage?

- Are communications/publishing staff at your agency familiar with the Federal Publishing Council?

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PRELIMINARY FINDINGS: <u>Information Product Management</u>

- Federal information product dissemination is more decentralized than ever. An agency may have thousands of content originators and content managers at the program office level publishing unique content electronically via agency websites, blogs, RSS, wikis, social media and subscription email services:

"The site includes more than 100,000 web pages, with more than 1,000 web authors contributing content. Management is distributed among NPS employees in parks, regions, and national offices across the United States." *NPS.gov: Our Flagship Web Presence*

"We have very decentralized product production. Twelve offices disseminate public information technical documents. Each office has a staff of subject matter experts." *- FHWA*

"Its complicated. Each individual program office within the various directorates disseminates digital content on its program website and social media channels." *–NASA Goddard*

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PRELIMINARY FINDINGS: <u>Agency Guidance on Information Dissemination</u>

- Agencies' communications and public affairs offices provide agency-wide guidance to program offices on information product dissemination and preservation. Guidance is reinforced through training for agency communicators and content creators. Agency-wide guidance typically references:

  - *44 U.S.C "Public Printing and Documents" (some chapters are more closely adhered to than others)*

  - OMB Circular A-130 *"Managing Information as a Strategic Resource" (July 2016 update)*

  - *OMB M-17-06 "Policies for Federal Agency Public Websites and Digital Services"*

  - NARA regulations in 36 CFR ch. XII, subchapter B *"Records Management"*

  - E-Government Act of 2002, Section 207

  - Guidance derived from the White House Digital Government Strategy of May 2012.

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PRELIMINARY FINDINGS:
<u>Digital Content Preservation and Maintaining Permanent Public Access to Born-Digital Content</u>

Web archiving practices vary across agencies. Archiving activity reported by agencies includes:

- Complying with NARA regulations requiring that copies of agency websites be submitted as agency records on a regular schedule;

- Establishing content lifecycle management policies requiring that older digital content be preserved on the "archive" section of the agency website.

- In agencies with a high volume of publications, depositing a copy of agency-authored or agency-commissioned digital products in an affiliated online publications warehouse or clearinghouse (for example, PubMed, ERIC, NCJRS, NHIC, etc.).

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PRELIMINARY FINDINGS:
Awareness of 44 USC Chapt 19 as it Pertains
to Notification of Digital Product Releases to GPO

- Awareness of agency responsibilities under 44 USC ch. 19 as it applies to born-digital information product releases is <u>low</u>.

- Only 1 agency communications office reported that communications staff routinely notify GPO of new digital content through Document Discovery.

- Most agency communications leaders interviewed understand 44 USC ch. 19 language as applying to tangible products.

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