Please stand by for realtime captions.

>>Hello everyone this is Jamie with GPO. We are going to get darted in about seven minutes -- started in about seven minutes.

>> We are going to get started in three-minute -- three-minute.

>> Thanks for coming and for listening and if you're one of the virtual people today. I'm Kelly Smith and I am the librarian for U.S. and San Diego government information urban studies and planning and environmental policy at the University of California San Diego. We are going to be talking a little bit today about small-scale web archiving. I want to start out by saying I am not in any way an expert on web archiving so that's what you are expecting feel free to go I won't be offended. Fortunately [Indiscernible] full of those experts who I can very easily leave that have a listing deaf -- listing to them. I've been having a lot of conversations of any last for months to almost a year now with colleagues at UCSD and elsewhere that have been really concerned about some the news headlines that have been coming up since the election. Because of these types of headlines they have been alarmed about continued access to government information and was in the federal website. [Indiscernible]

>> -- Some of the reasons I've heard that they don't have [Indiscernible] skills are they don't know about available resources or they don't have time to devote to those really large scale projects that most of us have heard about or they don't have administrative support for those projects. Some of them feel -- these are mostly public library people feel somewhat out side the realm of those who are more deeply involved in this kind of work and some like me are just very introverted and kind of into doing our own thing and not getting involved in so much of the community work. This is very intentionally not a high-level technical presentation. My goal is primarily to show how easy it can be to engage in very meaningful ways with web archiving even if you don't have those advanced technical skills. You can do it on a scale that fits for you and anyone that has any interest in web archiving can participate in web archiving.

>> Another thing I want to be clear about upfront is that this is not in any way intended to be a highly [Indiscernible] presentation. I know that would be very easy to get into at this point in time and believe me I kind of struggled with that as I was trying to prepare this presentation but I also recognize that government information websites have changed and disappeared for a variety of reasons forever. This is nothing new. Organizational structures change websites a redesigned, things go in and out of policy activity and every new administration changes the federal web to fit their agenda. That's nothing new. When you look at recent events it's become quite clear that the changes we are seeing under the new administration such as the examples listed on the slide here are especially worrisome in terms of access to information and point to an environment that I have kind of started to describe to my colleague and my faculty as chaos and controversy because it's very hard to keep track of what's going on let alone where you might find that information on the web. I think it's especially important to archive information in that environment for a number of reasons for myself primarily it's about helping my users navigate an increasingly complex and changeable federal web. It's about helping to provide some avenues of accountability for our government and its about preserving information that I feel pretty confident is going to be of interest to future researchers.

>> Most of you are probably already aware of some of the largest will are carving initiatives for federal information I'm not going to spend time on those here today I just wanted to know quickly that there is some of that information in the slide deck in case you want to refer back to some of these. I will also adhere that the URLs for all of the site I mentioned are included on the last slide so don't feel like you have to worry about that. These larger scale initiatives like the end of term and some of the newer things like data refuge and [Indiscernible] are great and they are incredibly valuable and I think they are appreciated on a very deep level by most of us work with government information but because they're not enough to capture everything that arguably should be captured because I started to feel a deep personal need start engaging very actively with preserving information myself started thinking more

seriously about my professional responsibility to engage in what I would call active collection development and active collection maintenance rather than passive of an online federal collection. I decided I need to step up and figure out how I could help in a way that fit with my own needs my own schedule didn't require bringing other people into the mix because my colleagues were close are already way too cool they don't need me adding work to their day in the didn't require special software or advanced technical skills that I didn't already have. I thought I would share a bit with you today about some of the ways I came up with to incorporate web archiving into my regular workflow and hope that maybe they can provide some examples for you to start thinking about how you might tweak your own processes to engage more actively with archiving if that something of interest to you.

>> As you think about that some things to keep in mind might be questions like these for what you should consider their archive. These are all fairly self-explanatory not going to go into these in any real depth but a couple of notes that I did look to add here is the piece about what you can track easily enough. That's of easily not going to be something you need to worry about if you end up deciding you're going to capture and archive the random document that you happen to run across but if like me you identify several different websites and webpages and documents that you want to regularly archive I have found life guides to be really useful. I just incorporate those links into my life guides as a page and that it reminds me what I'm supposed to go check to archive. The piece about what you can get administrative and IT support for, the fights that I'm going to mention today the tools and going to mention today are really just the Internet archive safe age now feature and some chrome extensions so there's nothing that really requires IT intervention but the reason I have this here is that I had a conversation with a woman who worked in a small public library three or four months ago and she brought up something that had never occurred to me is a concern. She told me that she wanted to use [Indiscernible] to start archiving some federal information was told by her libraries IT people that she couldn't because they didn't have library services to get that content and because there are potential copyright issues involved in archiving that content. I put this humanely as just a reminder to some of you if you might run into some of those roadblocks with your IT people you need to educate them that it's not using your own libraries server space to archive this information and there are not copyright issues involved in archiving the federal webpages.

>> Moving on, to some of the things I've been working on, any of you know about the got speak acronym guide. Yay I get to fill you in on new resources. I have been maintaining a website for almost 15 years now called [Indiscernible] which is a list of government acronyms and abbreviations and it's a fully length and fairly extensive list of entries so immediately after the election when I knew that the administration would be changing in a fairly significant way I went to my got speak list and manually started verifying every link on that list and the way back archive to make sure those sites had been captured. My goal was to look to see if they had been captured within the previous 2 to 3 months that seemed reasonable to me at the time and I was actually a little surprised to find that there are many of them that hadn't been captured within the previous 6 to 12 months and there were a significant number of them that had never been captured. That was a good way for me to capture a lot of the site that I already knew about and get a watch on those going forward. As I was doing that work I slowly started to realize that the got speak list could service more than just a list of acronyms. It could serve as a directory of links to get into the way back a sheen to find order content for those archived websites that realization maybe want to start developing the got speak with Stephen Moran adding as much as I could to it before start disappearing under the new administration. When the term archive list started coming out where they had the list of URLs that had been nominated for capture in the end of term project I manually compared all of those links against my got speak list to see if there were any acronyms that I could add to the list.

>> Even though I knew that got speak was far from comprehensive and transposing every acronym for the government was a little bit surprised that I ended up adding about 1800 links just from the end of

term project URLs so the got speak with is now up to about 5500 entries and I had probably 10 to 15 more every month so it's a continually growing list. I will show you a page so you will see what it looks like. I also change my procedures moving forward with got speak because I've always been an automated link check every month to make sure that the links are still valid and update the links as necessary and if the URL is changed I would just update the link on that speak and that was that I can call it done.

>> For entities that I was unable to verify is still active I provided a link on got speak to the way back archive and that's where I stopped. This is the S page of the got speak list and you will see that under [Indiscernible] the first highlighted issue there's a link out of the end of that this is unable to verify thought some point in time I was unable to verify that link was so -- be statistical [Indiscernible] was still an active entity. I linked to the archive in the way back machine so that somebody would be able to find at least some information about that entity and for back ask the second highlighted one balances debunked so somewhere along the line I found it mission that said that was no longer active so I linked to the way back machine archive for that entity.

>> How I still do that monthly link check and I correct the links as necessary but if a sites URL has simply changed I go home change that list but I also know how to link to the Internet archives to the way back machines archive or the last URL so you see like on Sam the bottom thing -- bottom highlight at the end it is older link archive so the active link where it actually reads out system for award management that link would go to the current website for that entity and the older link archive links into the way back machine for the previous URL. That has a significant piece to my workload for that and I think that it's kind of useful I plan to continue that. Any time now that I discover and add a new acronym to the less I know immediately confirm that's been captured by the way back and save it if necessary.

>> I mentioned earlier starting to think about got speak as a link directory that can serve as a point of entry into the way back machine. Did all of you know that way back machine added a keyword search last October? Did anybody know that? They did and it can be really useful and you can search for something specific to government domains by adding a side : go to the search but it's not a true keyword search it only searches the top metadata so if somebody has added a title field or I think it will do a little brief abstract or if that appears if you're term appears in that information it will find the site but it won't search the full text of the site so [Indiscernible] provides the active link into the way back machine can actually be kind of useful for finding that older information. After things got under control with got speak was kind of addicted to archiving by that point so I started thinking about what else I could work on and at the time I was having a lot of colleagues and friends and faculty members asking me where to find official documents related to the ongoing election controversy and there were a lot of those things and they could be really hard to track down because they originated from a long different voices so I created a new life guide paid the that links to all of those documents that I could find organized chronologically to kind of help track the progress to those issues and checked all of those against way back machine and found think there were only maybe three or four out of an entire P that had actually been archived. Since as her primary documents there mostly correspondence. That they would be really important to save before they disappeared so I went ahead and saved all of those they ended up [Indiscernible] as well. That I discussed with our archiving team at work the possibility of setting up automated calls for [Indiscernible] and for some immigration sites. I pick those because UCSD is home to [Indiscernible] mainly because the sites were already being called the Internet archived on a regular basis so we would've been using part of our paid archive subscription to duplicate others efforts. We just agreed that I would start manually capturing sites as I became aware of things that had not yet been captured.

>> After that maybe like some of you I got a little bit obsessed with following some of the news was coming out from the new administration and about the new administration. I found myself repeatedly going to press release pages to try to keep up with what was being disseminated from the federal

government. I was getting very lost in my efforts with that because I couldn't remember which agencies I was checking and what I wasn't so again I created a life guide page that links to the press release pages for all of the department levels federal agencies as well as some the other things you see there like the Bureau of the Census CDC, the consumer foundational protection board and so on. I regularly go and ends save all the press releases and the link documents that are in PDF format or otherwise from those press releases because it will have the reports [Indiscernible] else a link to all of the [Indiscernible] civic committees in the minority pages as well as the congressional leadership and have a list of all the Senators that didn't want to list all the representatives because there were just too many of them but there is a link to the house website where you can find the press release pages for that -- them. I don't see all of the congressional things as regularly as I do the ticket a branch because I kind of have a little bit more faith the congressional material is that it's an automated capture of that. I'm not quite confident of the executive branch documents [Indiscernible].

>> I also identified certain sites that I thought would be critical resources for accountability issues for things like the inspectors general Government accountability office additional budget office those kind of things in the documents as they become available little bit surprised [Indiscernible] automated call of those sites so at this point it seems like there and manual captures the only way to make sure things get done on a regularly occurring basis anyway. Then because I started spending more time considerably more time on federal websites kind of took that opportunity to do some educational outreach and I have had a government information Facebook page for UCSD for three or four years but we hardly ever posted anything to it. In the past year I started doing a daily federal resource to the [Indiscernible] Facebook page and my colleagues that UCSD -- there are some others outside that also follow it but my colleagues that UCSD have told me they find that very helpful to them the time so post something [Indiscernible] if not I would just go to [Indiscernible] and find some random things to post kind of educate people about.

>> I also became a convict Twitter which the price no one more than myself I never thought I would use Twitter and now I can't seem to get off of Twitter. Asserted following a lot of government officials and government offices and journalists primarily journalists actually to try to keep up with what was going on in the news and I had found Twitter to be invaluable for finding certain documents especially things that had been leaked to the press but necessarily released by the offices. Twitter brought to my attention things like [Indiscernible] new strategic plan which was released I think within the last couple of weeks which has no mention of climate change that was kind of a big thing for EPA as well as some of you may remember several months ago the aphis website has taken down all of their animal abuse reports supposedly for privacy reasons. There is a public I cry about that and those reports were eventually reloaded back to the website. I went and and found all of those and got the state into the way back also.

>> One of the Twitter feeds that I especially appreciate and I regularly archive is the [Indiscernible] to any of you know about that one? It was kind of cool because what it does is it looks for tweets from the at real Donald Trump Twitter account every five minutes and it will repost the presidents tweets in a format designed to look like an official press release. I noticed that was intended as kind of a poke at the president freezing Twitter for official announcements but it's also really good as a backup copy of all of the presidents tweets. You will see on the left-hand side of the screen is the presidents Twitter feed on the right-hand side is the real press secretary [Indiscernible]. The one at the bottom of the real press secretary but shows that there is a typo in Attorney General Bill shoots name and the president deleted that tweet and corrected it but you would never know that if you're just looking at the presidents Twitter feed. You will know that if you are looking at the real press secretary [Indiscernible].

>> Now I'm going to move on to using the way back machine. You might think that there's not much to say about that and you should just be able to paste the URL into the safe patient box and that's that and that's usually true but there are a few things that people who don't normally use the way back machine

might not know about it but I thought I would point out. First the tool can only capture pages that allow [Indiscernible] there robots [Indiscernible] you will be able to say that with the safe page now feature. There are ways to work around that if there are those robot files attached but that usually involves contacting the agency and asking them for permission. It won't take video files which is unfortunate in many cases. There many things I would like to have saved put things I want to highlight because I've seen this to come up many times as I've been looking at things to capture the safe page now only capture the exact page URL that you've entered so it doesn't capture the linked pages or the linked documents that exist on that page you captured. If you want to archive those things you have to do them separately and I mentioned that because there been numerous times that I found a page that has been captured by the way back machine so it's clear that somebody cared enough to try to say that content but then I find that the fulltext report or whatever [Indiscernible] has not been captured that I always feel a little bit bad for them because I thought they were getting that content and they did not.
>> When you save something in the way back I would encourage you to try to think about the path users who follow to find a particular document in the future. If I am looking at the news release pages I will make sure that there's been a recent capture of the agency's homepage and then drilling down all the way through to get to the document that I'm saving so make sure that the homepage is saved, the news page, press releases pages saved, 2017 pages saved and then the document page. That we have somebody comes into the homepage and the Internet archive they can follow that same trail to get to the document if they don't have the actual URL. Another thing to note is that there can be a timeline before page goes up in the way back. There times when I've seen pages show up immediately after I save them. There are times it's been two or three hours or more before it shows up. There's no good way to know that something is there you just can't have to go on a leap of faith that it captured. You don't need to keep saving it over and over again to make sure it's there but you can always go back the next day and check and make sure that it has captured if you want to check that.
>> This is the way back machine homepage and in the top you can enter URL to find captures of that site and in the bottom right is the safe page now box or euro for the capture of that site. When you save the page this is an example of an EPA page that I saved. When you save a page the formatting should look pretty much exactly like the live version of the page but it did want to note that there have been many times I have found that when I save something for whatever reason the formatting is thrown out and you will see everything -- a blank block of text done on the left side or something. In most cases what I will normally do is try to save the page again to see if it fixes the format and sometimes it does and sometimes it doesn't so it depends. Try and see what it does for you. One thing I noticed that a lot of people seem to not realize I don't know if you can read it clearly but the URL for the Internet archives think version will include the sink of capture for that item. In this example right after the URL is [Indiscernible] I know very quickly that this page was saved on 925 2017. The reason that's important to know is when you are moving around on an archived version of a website it's very possible that you're going to find some pages of the website have been saved in a different time than other pages from that same website. If you are looking at the RL quick and easy way to tell what the actual date is capture that you've looked at.
>> This is an example of [Indiscernible] when you search for URL. This is a DOI use page [Indiscernible] you can tell very easily [Indiscernible] many times the page has been saved [Indiscernible] this one has been saved 486 times between February 2, 1997 and September 21 2017. [Indiscernible] something that I found out fairly recently is that you can also see when do that hovering over a date you can kind of see how the page was captured on that date the middle highlighted area says they have the date and a time step that's is why web [Indiscernible] and got what data archive to those two names are names of automated calls that have already been scheduled to capture this website and if you click on one of those names you will get more information about all the other sites that [Indiscernible] was designed to capture.

>> You will also see [Indiscernible] this one has most of them the basin a capture might have colors attached [Indiscernible] circles provide a really good easy visual clue about the capture that was done on that day. The blue circles mean that it was a successful capture pick the green circles like April 28 if they redirected capture which means that it might have been successful and it might have not been it kind of depends on why the page redirect happened. Red and orange circles mean that there were some errors encountered during the capture attempt and it was probably an unsuccessful capture. When you are looking for actual archives content you probably want to pick one of the blue circles to be most certain that you are actually going to find [Indiscernible].

>> When you enter a URL into the view captures box of the top of the way back on page you will probably see one of the screens if there has not been successful capture of the page [Indiscernible] I have literally no idea and if any of you know I would love to hear from you what makes one of these things come up instead of the other. I've never been able to figure that out. It doesn't really matter in terms of saving the page if you get the one on the left that has the other box is the page that available on the web I have to do is click on the link that says see that you're well on the way back in the should save the page for you. You get the other one that says [Indiscernible] then you will have to actually manually copy and paste that URL back into the safe page [Indiscernible] to force a capture of the site.

>> Usually that's all you have to do to capture a page. Sometimes there are things is always that can be potential problems with captures. I have run into all of these at some point or another I'm sure there are probably other things I haven't run into yet and I look over to those but dynamic pages like pages that are numbered sequentially database content those things don't normally say very well in the way back. Pages with JavaScript security certificates I've been finding within the last year or so that there have been -- seems to of been a change in security certificates that are used by some federal agencies and some of those will not save in the way back machine. I've not been able to find out any kind of consistency about what [Indiscernible] but you will see it when you run into it.

>> The permissions error I thought had been specific to the State Department website because they would come up often when I tried to archive the state.gov pages and basically what it does is simply asks you permission to be the site. I've never run into it with anything except for state.gov except for last week when I found one with the USDA. [Indiscernible] I think it might just be a glitch with the way back but I'm not sure about that. Documents that are [Indiscernible] you might be able to say those and you might not be it depends on how they are uploaded and what permissions were attached to them when they were uploaded [Indiscernible] there's an occasional -- used to be an occasional unable to archive glitch where you would hit the safe page now it was a sorry we can't say this page. I've been finding more and more especially over the past month or so and I don't know if this is due to heavier use of the way back or what it is this comes up more and more and I try to save the page it's a sorry I can't save it and I will try to her three times and eventually it will save. It's really kind of frustrating when you're working from a list like I am working with the press release pages [Indiscernible] I know that pages supposed to say if I run into that problem I just keep trying it's an annoyance but it's not a step for that particular site.

>> This have been to me [Indiscernible] with a bunch of pages I tried and successfully saved from the office of Government ethics. Headless of about 30 documents spent time saving and every one of them said it save successfully and then the next day for some reason I was looking at the OGE page in the way back and it show that there had been no captures the previous day. Another have been a lot because I had just done them but nothing was showing up so I started freaking out about that and thought I was going to have to redo all of them. I went back in the next day and they were there so there was some kind of delayed indexing a thing for the way back machine. That's the only time I think that is happened to me [Indiscernible] it's probably not something you will run into but if you do don't necessarily believe that it's not actually there, check it again.

>> Excel files are a problem usually to save in the way back but is can the kind of confusing at first because you will get eight dialog box like you do with the normal [Indiscernible] we have an option to you or save or to open or save the Excel file. You don't have to actually choose one of those things when you're saving it in the archives. Once that dialog box comes up you can hit the cancel button and it saves I've never had any problems with that not saved [Indiscernible] you don't have to take that extra step of those Excel files. Some things you just can't save and you might not know why and I used to drive myself crazy with those and I would spend hours trying to figure out what was going on and now I've done it so long I'm like I don't care but I do care in the sense that usually if I'm archiving something is something that I think we need to have continued access to in some way so I keep alive desktop folder and any of those documents that I'm unable to archive I keep a copy on my desktop just so I have access to it in some way.

>> These are the kinds of messages that you will get if you are unable to archive a page in the way back. That top one is that you don't have permission to access that the one that I was saying comes up with the State Department fairly frequently. There's one that's a bummer [Laughter] Which cracks me up every time I see it and then the other one is the page cannot be displayed due to robots. Those are the ones that have the robots that TXT files attached and you'll probably have to find some other way to get those pages saved if you're interested in that. That's basically what I wanted to highlight in terms of the way back. There are a few special tools that I have found that might be helpful. There are three chrome extensions that I use all the time and I absolutely love them. There's a way back machine, a check my links, and a page monitor and I will show you pictures of those any minute. I also wanted to point out to the UMT nomination tool because UMT is continuing to accept nominations for automated calls beyond that and of term project. There's a euro for that on the last slide -- URL for that on the last slide. [Indiscernible] at link archiver [Indiscernible - low volume] Any URL that you to we doubt it will automatically save in the way back machine for you.

>> This is the way back machine extension that just goes up in your toolbar and it lets you save very quickly the page you're viewing all you have to do is click the little way back machine button and it puts that page in the way back could be easier there also options to view the most recent edition to be the first edition of that page that has been saved in the way back machine pick this the check my looks extension [Indiscernible] I cannot keep it up because like I said I'm up to about 5500 links on that guide now that would be a lot of manual checking. This is an automated link checker and you can see near the top there's the red highlighted entry and that's identifies it as an invalid link for told me need to go to tweet or find a replacement link for [Indiscernible] down towards the bottom this kind of a lighter green purchasing but it's there and that they redirected link [Indiscernible] there are lots of reasons that are linked might redirect it's usually the redirect link to notify you that a website has been redesigned or the page has moved or something [Indiscernible - low volume].

>> This is an example of the page monitor expansion which I use mainly for pages [Indiscernible] one of them I use this for as the election submission page group. There I think they're supposed to have bimonthly meetings but they don't always and so they might post new documents up they might not posting documents. This tells me just by looking at it the green text here things that have been added to the page since the last time I checked the page so it's a good way to just find out what's new. That's all I have. I think I am on time. The URLs for all of the sites mentioned are here and like I said I know this was highly technical -- was not a highly technical conversation but I hope that some people who have been engaged in some of the archiving efforts if they're interested in doing that can kind of tell by the risks it's really easy to get involved and if you want to do it and you don't need to tools you need in archiving team or anything like that help you out. How much time do we have?

>> [Indiscernible - participant is too far from audio]

>> When you use way back machine you don't have an account with it right? It works like and [Indiscernible] or its in your browser?

>> It's in your browser yes. There is a paid archiver subscription that a lot of library -- I think especially academic libraries have we have allotment of space that you can use but anybody can use the save page now and it just works out of your browser.

>> Let's say you state 500 pages with the way back machine will anybody else see it or will only you?

>> Anybody who goes in and check the URL in the way back machine will see that it has been archived.

>> Okay that's great. Let's say -- the reason I'm asking is because my home computers crash the other week and we had to reinstall everything, windows, chrome everything.

>> [Indiscernible] the content that you saved would not be lost [Indiscernible] it's not on your hard drive.

>> But I would not be able to see what I saved?

>> Yes you could.

>> If the browser is reinstalled.

>> What exists in the way back machine is completely separate from your machine so as long as you saved it in the way back machine is going to be there regardless of what machine you're using. There should be no problem with what you saved there continuing to be there.

>> Is there a way for you to see what you saved personally?

>> Not that I am aware of.

>> Thank you so much. This is probably the best presentation I've heard today.

>> Thanks.

>> Have you looked in Google analytics to see how many of your love speak links are used -- do people go to them a lot and click on them?

>> I haven't used Google analytics at that level but I know that my got speak guide is the most heavily used guide that we have in CSP -- UCSD. [Indiscernible] I think it's getting roughly 2500 uses a month. I can tell you from past conversations that the vast majority of users of that site are government employees.

>>[Silence]

>> Can you use the way back machines extension to save PDF documents?

>> You can yes.

>> Amazing. Do you ever go to one of the sites where you end up on like a self generated site where you are navigating folders on the web and it makes -- is basically a white page and you just see a bunch of documents? It can save those?

>> It depends. That happens a lot with the Census Bureau and I don't think I can remember having any trouble saving those because the caveat to that is pure using save page now you have to manually save each one of those things individually so it is time intensive if you're going to do that.

>> So you have to save every single pot -- file in that page. Well, it's worth a shot. Thank you.

>> I was curious as to how long you spend on this and is it something that you do as part of your workday?

>> I'm glad you asked that. I actually have that in her initially and I took it out to save time. I can spend anywhere from -- I don't want to scare you -- 10 to 15 hours a week on this depending on how deep I'm going into some of the sites. I'm very fortunate in the sense that my library administration has a new appreciation for the Prince of access to this information and they are very supportive of me spending my time doing this work. I will say that I am trying as best I can to find ways to fit it in around my other responsibilities. If I am out of the reference desk for an hour shift and its low at their I will use that time to do some of that work. If I'm in a meeting and it's kind of a downtime I will do some of the archiving work then. I also do a lot on the weekends at home to be quite honest because when I'm going through Twitter I'm finding it harder and harder to separate my personal time for my work time so as I'm going through Twitter and I find things that I think should be saved I just go ahead and spend the time then

and do it. It can be time intensive and like I said if you just want to do it as a one-off capture of some report you happen to run into that's a negligible amount of time.
>> [Indiscernible - low volume] Thank you everyone.
>> [Applause]
>> Aloha. Good afternoon and thank you all for coming to the session I am [Indiscernible] with the University of Hawaii [Indiscernible] library.
>> [Indiscernible - muffled dialogue]
>> I am so grateful to Robbie for being the night and shining armor who saved the GAO and for being here today because she has so many other duties at this conference it's amazing that she is actually here. We would like to tell you a little bit about the history and current status and future plans for the government information online which is a virtual reference service for government information. How many of you are familiar with Jarrow already -- GRO -- GIO already? [Indiscernible] just to give you some history and I hope Bobby will jump in if I leave any details out but this GIO was born of John Schuler's bit -- vision [Indiscernible] and he's also been a professor [Indiscernible] Dominican and University of Maryland and other places. He had a vision for what he saw as the changing role of government information librarians and how this would evolve and what librarians would need to do in order to engage people with government information is in the future and he gave the webinar about DRO in 2015 and it's available on the [Indiscernible] accountable -- Academy and the URL is there at the slide. He saw that there is a role for government information librarians to support [Indiscernible] I think we've always done that but the way we do it is different in the online environment. We have to meet the users of government information in the online environment where they are not expect them to come to our library to use government information. We also have to practice anticipatory librarianship in other words not just answer people's questions as they come in but actually anticipate what their information needs are and use tools like FAQs blogs or library guides to address some of those questions. He also saw GIO as a way of developing skills not only for LIS students but also for practicing librarians and I think that is the aspect of GIO that I was like to emphasize and promote the most because that is the great benefit that I have gotten out of it is to actually answer the kinds of questions that I don't normally get in my regular work with my own patrons. If you're interested in hearing a lot more detail this is a whole 50 minute webinar [Indiscernible] if you really want to hear the whole story please view that webinar it [Indiscernible] Academy.
>> The history of the GAO product began as a pilot in 2005 with a group of libraries launched a website government for.org -- [Indiscernible] and had an interface a question interface and it was built on the question point platform and had both an email and a chat component and after the pilot project was deemed a success than in 2008 John Schuler recruited a bunch of libraries to participate in the full-blown government information online partnership [Indiscernible] my library and and quite a number of other libraries initially [Indiscernible] when we first launched the project each library had to contribute to the subscription costs for question point but as time went on I think the government printing office started picking up that fee that I know subscription piece it wouldn't have to pay anything to participate in it which was great although the amount that we had to pay was not that much because there's so many different libraries participating. Working with John [Indiscernible] and University of Maryland information studies developed a program doing [Indiscernible] grant to include the University of Maryland students in this virtual reference service so he actually had those students answering questions and doing the chat service as well so they handle the chat service for couple of years relieving us librarians from doing chats so we were just doing the email portion of the service. I know in my library we had one of the students she lived in Utah and she was a student at the University of Maryland and she was our intern at the University of Hawaii. About that was a pretty cool arrangement I gave her some of the email questions to answer and I remember her remarking about how incredibly hard they were. In 2013 after this grant ended and the University of Maryland students were no longer answering

the chat question the chat was discontinued so currently it is just an email service there is no chat which is actually kind of nice because the kinds of questions that you get in the service are hard to answer and that high-pressure chat environment so I was not terribly excited to see the chat go. Then in 2016 tragedy struck John Schuler passed away very suddenly and unexpectedly and the folks at UIC continued to carry on the service but there were very interested in having somebody else take it over. At the same time I had noticed that participation was handling and they weren't very many libraries actually answering questions anymore because I think it's time had progressed the people that originally signed up to participate in this program many of them had retired their successors didn't feel qualified or didn't have interest in participating so they didn't continue if there really only a handful of libraries answering questions by 2016. I was very concerned about the [Indiscernible] government publishing are it's and markings with the person I do with the most and he set up an online meeting with the [Indiscernible] folks me and some other people with the GPO folks and we decided [Indiscernible] I think it has better functionality also. I said okay sure we will do that and I started to move forward on moving to the [Indiscernible] answers platform then I got the news from GPO that they were not going to be able to reimburse the cost and then either my library or group of libraries would have to pick up the cost my library is going to basic cuts we had no ability to handle that expense of that subscription. We put out a call to the community and here came our knights in shining armor the University of North Texas who for one year at least are picking up the subscription cost for live answers and Bobby and her team were extremely hard -- worked extremely hard to get the whole GAO set up on live answers [Indiscernible].
>> [Applause]
>> Just a little bit more information for you for those of you who are unfamiliar with GIO [Indiscernible] many of those questions come into the CFR page the CFR a lot of questions come in about regulations [Indiscernible] they forward those questions to [Indiscernible] they don't send all the questions obviously the only send the ones that are really appropriate for GIO . Then GIO has its own interface with people can enter questions so we get a number of questions for that interface. Here are some statistics for you, at its height we had about 2000 participating libraries we are down to just a handful now. How many do we have?
>> [Indiscernible - participant is too far from audio]
>> You NT, University of Hawaii and a few others. We are looking for more you would think this is a sales pitch right. Just the past three years the volume of questions is not huge at the present time and more of them come in through ask GPO than Karen directly for the poor [Indiscernible] [Indiscernible] now Bobby's going to talk about the transition.
>> [Indiscernible - low volume] Here are some typical questions. I love answering questions on GIO . [Indiscernible] there are amazing questions that come in so just to read a few what life any is listed on the Federal Register governing tissue ownership rights informed consent our science [Indiscernible] I had one recently that's not here that I answered that was dealing with required retirement age of pilots so when you hit 65 in your pilot you have to reap -- report retired. [Indiscernible]
>> [Indiscernible - muffled dialogue] Kathy would now. Kathy had gone this question because you would know the answer right away great opportunity to learn something about other states in addition to developing your skill with federal government information. Here's another person looking for funding for purchasing solar panels so that again would probably be some sort of state a local program in his case in the state of Massachusetts. Then we get people -- the original ideas on the part of GPO with CIO that they could send people who are looking for copies of documents to federal depository libraries. I have find that this is actually a minority of the questions are people looking for specific document. They're mostly looking for information. We do get questions from people looking for older issues of Federal Register [Indiscernible] course eventually all of the Federal Register will be in the info we might not but we will still get those kind of questions because people so can't find it they don't know where to look for it. Been somebody is trying to find pretty vaguely described document from the 78th Congress

second session which I finally figured out was something that had appeared in the congressional record after some back and forth questioning we do of course not every library is owing to be able to help every patron because he may not have access to the historical documents that they're looking for but again in case of a congressional library [Indiscernible] the whole run of it will be there soon. Here's where you come in and when I say you I don't only mean you'd the physical audience possibly -- also use the virtual audience. I think that GAO -- GIO is a great way to do professional development . You can look it so much because you never get the same question twice in the questions cover all sorts of different things from congressional materials to regulations to [Indiscernible] and it's not just in your state it's other states [Indiscernible] we've been getting international question. You can look at the question and not pick it up, you can opt out but it's a really great way of developing your skills if you're one of these people who doesn't really get very many government information reference questions or your job does not entail reference this is an excellent way to actually get in there and get some experience. We also have an FAQ which I think Robbie is going to show us in a minute. You can also contribute answers to that FAQ and that will also be part of your professional development just figuring out how to present information clearly to the public.

>> [Indiscernible - low volume] Briefly show you guys the website since we didn't included in our slide deck [Laughter]. It's been that kind of a month. It go info [Indiscernible] basically if any of you went to the site when it was [Indiscernible] essentially looks the same it is the same except the question form is different. We have just basic information about GIO what it is, who the partners are that contribute to it. It does [Indiscernible] which is the program at Maryland. I clearly need to update logos here so I will go back home and do that [Indiscernible] our current participants are and actually Nevada is no longer part nor is Iowa. Again, if you are wanting to do some real reference work please join us. Then to ask questions you would click on email library and or [Indiscernible] will directly into the [Indiscernible] interface [Indiscernible] which is also a great thing about being on the [Indiscernible] answers platform which is all of you are probably already familiar with the interface for the most part so should be very easy to step in and start working with it. I'm going to go back we do also have the FAQs. This is still the FAQ [Indiscernible] on the original GIO site. We are working on populating this information into [Indiscernible] answers once we have the [Indiscernible] answers [Indiscernible] it gets us better statistics on what we are doing with the NOAH program -- GIO program to see how many questions we are getting answers [Indiscernible] if you aren't good at keeping statistics [Indiscernible]

>> [Indiscernible - muffled dialogue] beneficial to us into the general public.

>> Is one further point it doesn't just have to be us librarians if you work with [Indiscernible] interns you can also have them answer questions. I do is whenever have an intern. They don't have accounts in the system but I simply forward the question to them and they answer it then I reviewed the answer and uploaded. That gives them some good practice and it frees up your time as well. That's another thing to think about. Do we have anything else to add?

>> [Indiscernible - muffled dialogue] don't forget about Perez to.

>> I think we have some questions. We just need to make sure that if you ask a question please speak into the mic as we do have people online and they will not be able to hear you if you are not on the microphone.

>> As a tool for this have you contacted the various libraries [Indiscernible] realize that would cause a constant over change but at least it would give people interested in government information away testing your skills to see if this is what they want to do?

>> That is a great suggestion thanks. [Indiscernible] --

>> I don't have a sense for the numbers that come from one interface through another but I would say that more of the ask we GPO questions related regulations because so to so many of them are from the [Indiscernible] the ones that come in straight through the GAO interface really run the gamut with

everything from people looking for mortgage assistance to government information librarians looking for help.

>> That's another great thing about the live answers is now we can better extinguish where -- distinguish where a question comes from.

>> What is the turnaround time that you aim for?

>> I believe it was originally set up are supposed have a turnaround time of exit 48 hours? Does anybody remember? 48 okay. Kathy says it was 48 hours to her knowledge the email does not necessarily to send an answer. That's pretty much what we would stick with. Some of these really do take some time to work on. I think there's a question in the back.

>> How do you deal with the questions that start moving out of research and move into legal advice because a lot would fall into that category?

>> I think you handled them the way you would with any patron which is you explain the limits of your ability to assist and often times we doing to telling patrons that they need to seek legal help. Then we point them to whatever legal help might be available in their state.

>> This is Kathy [Indiscernible] from the state library of Pennsylvania we were one of the original libraries in the program and yes we went to come back so I can answer that question for you [Indiscernible] you could create scripts to say [Indiscernible] you can do the same thing this is a legal question [Indiscernible] there's different scripts you can make to say everything from I'm looking into this don't hang up on me to this is a legal question I can't really answer that. It's a lot of fun I've got everything from local I'm looking for a municipal ordinance to am looking to my grandmother whose great great great genealogy kind of stuff looking for pension records that might be in the serial set so just when you think you know everything there's that question that you feel like I have no clue where to go for this but I'm going to delete help -- go get help.

>> [Indiscernible - low volume]

>> [Indiscernible] speaking for clarification I guess when he was the about you had some of the institutions I guess just the individuals who represent doesn't divisions or are the institutions kind of showing [Indiscernible] have agreed to [Indiscernible] staff time during staff work hours if someone wants to just do this as you said volunteer professional time what is the requirement to know their affiliation and then similarly what's -- how does the message go out? Does it go out under -- what's the affiliation email that it goes out under?

>> I guess I will just login really quickly so you guys can see. You sign in basically as you. If you want to but we can -- this is I think where we are evolving as [Indiscernible] is how do we want to -- [Indiscernible]. You can create scripts and I apologize of people have this already and this is redundant to you have to remember my email address. This is what it looks like if you were to join you would get an answers profile to you can see [Indiscernible] we have a lot of questions [Indiscernible] this will give you an idea when you login what you see so we do clearly have questions that we need to come in and answer. Our reference specialist is off on Mondays I was out yesterday [Indiscernible] Bobby was out yesterday clearly we have a lot that we need to look at. You can see usually when you click on it if you can use amounts you get the questions it is owned by someone [Indiscernible] this one is clearly one that was inputted by a GPO staffer. Say I wanted to come in and claim this is my question than I can say on claimant by faith and go back and then claimant for myself and it did say [Indiscernible] you can have it with a standard signature if you want that [Indiscernible] we want to standardize things then we can make those decisions in the system will do it for us. Then we can find -- assigned to [Indiscernible] that sort of some of the information down here [Indiscernible] I think it's helpful for the long-term to have a better understanding of what were doing and how are answering. You can assign tax to it so if you want us to find similar answers later based on tags you can do that to. I don't know if this is actually answering a question Angela but I thought I would show. Did that answer? As far as contribution on the website a schools that are listed are those that have said they would be answers of questions.

>> I think in some ways that lists is an artifact from the original groups [Indiscernible] the current setup is that you NTA shouldering the entire financial burden so it's not so much necessary to affiliate with an organization but I think we would have to see how the funding model evolved in order to know whether it has to be an institution or whether it could be an individual.

>> Do we have more questions?

>> Some of your examples seemed almost like and I are real request and it reminds me of some of the things that I used to ask from the California state law library [Indiscernible] I was looking for just particular [Indiscernible] from 30 years ago they would go and pull it and scan it and send me the scan. It seems to me like across the network of [Indiscernible] libraries there's huge amount of resources where people are not necessarily really looking for -- [Indiscernible] they just want this article are this particular resource and they don't necessarily want to find go to your library and go through their [Indiscernible] request and have them send you find somebody who has the [Indiscernible] and send it to you and hope [Indiscernible] could the system be used -- should be used for that kind of article level of I want this thing from this Federal Register that hasn't been digitized yet can somebody go and scan just those pages and send them to me?

>> I think it depends on the library. My library we have access to that online so I can just download the pages that the patron wants an email it to the patron which I would do [Indiscernible] as well as a GIO patron but obviously there some libraries that simply wouldn't have access to some of the more specialist publications. I've actually gone so far as to take a question from GIO and posted on got.gov to find somebody who had a copy of that document pick many libraries will scan on demand and send it directly to the patron. They don't mess with the paper because a lot of times they want to scan it anyway and put it into their own repository.

>> [Indiscernible - low volume] Having a distributed group answering the questions is that if I didn't have been to have access [Indiscernible] that's the beauty of more hands on deck.

>> [Indiscernible - muffled dialogue]

>> It guess in the beauty of the system is you can assign a question to somebody and that will shoot them an email as a got a question in the queue. We did have a large distribution [Indiscernible] and we had [Indiscernible] we knew certain people could answer it was are easy to get them to answer those.

>> [Indiscernible - muffled dialogue]

>> [Indiscernible] you had to have an MLS to actually answer the questions [Indiscernible] we had to review their questions we couldn't [Indiscernible] we kind of just transfer that same policy here were think we would have to review student and paraprofessional answers [Indiscernible] I don't know. Those are policy decisions the probably need to be settled.

>> In the system if you didn't want to email it to your student they could save it as a draft and say hey Gwen I completed a question so you don't have to duplicate across platforms either.

>> With that Gavin up there that as a question? One of the beauties -- I was one of the founding libraries when this all started as the original information online. The great beauty of this was it was created in the electronic age and you would have access to -- most people really wanted current things I found. It was a current Federal Register where you could just slap it in there and send it right to them. The fact that we were distributed have a background in state government information if I got a question on Illinois state government I have pretty good idea where to look in Illinois for an answer so that was the great -- one of the great things about it -- [Indiscernible] we didn't end up with a queue like this most of the time either. It was the beauty of having your electronic access having life questions where people didn't have to come to the library they found you and that was what made this government document community so amazing. Thanks

>> I also want to say since we've launched we have not had a queue this big so it's kind of exciting.

>> [Indiscernible] except that we get to use Lexis and [Indiscernible] what you can't really use if you don't have students not my academic universe I had to have a student education project.

>> Thanks for that suggestion.
>> Amy Slater [Indiscernible] University. I'm interested what would be the next step to get involved?
>> You can email me. My email is [Indiscernible].
>> [Indiscernible] I just wanted to make a comment that I was actually one of the students through the University of Maryland program participated as an intern for government information online. I thought it was a wonderful experience and it was a great way to introduce reference complex reference assistance Max we were getting our invite and mentorship from him to the program. I thought it was invaluable and if more institutions are able to sign up especially not having that chat anymore just doing email reference I feel like this is something that could expand and we could reach out and we could really wring more people into the specialty but introducing them this way. I would definitely encourage participation and thank you for the opportunity [Indiscernible].
>> Thanks for sharing that.
>> If you can't participate as a question answer [Indiscernible] use us as an alternate resource to yourselves.
>> In terms of linking do you have a little embed code you could get that picture?
>> [Indiscernible - low volume] We will look into that. I'm sure we can create a liberal guide with it for you.
>> MI ask -- am I allowed to ask what GPO -- why GPO that funding -- stopped funding?
>> [Indiscernible] somehow the way GPO supports acquisitions could not support reimbursing a library for the cost of this platform.
>> [Event has exceeded scheduled time. Captioner must proceed to captioner next scheduled event. Disconnecting at 3:32 EST]
>> [Event concluded]