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After hurricane Maria when colleagues and friends and people who knew began to ask me, where is FEMA, how do I fill out this form, what will it cover, how do I go about doing this? So actual, just a simple lack of information about how and where to find government information is there. also a lack of knowledge about what the government does and does not publish and at what level. My favorite example is this that every year we have a community nursing class and a professor assigned to the students that each get assigned to a particular neighborhood to study that neighborhood to look at the community, to talk to older people in the neighborhood and to find out synthesis information. Well, the students come to us and they think, they ask, I'm working with people on this neighborhood, frequently the neighborhood name does not match the census block or census tract and they want information on how many people there are and what educational level, how many people of per house. And it's not because they are trying, it's because they generally do not understand that there is a certain level of information I cannot provide. It does not exist in the census. There is lack of what's available also and simply there is a variety of reasons I think all of us could talk about for very long time. I think we have a very high level of government mistrust. It may not have existed before, or at least was less. Obviously people don't really trust. And therefore that translates to asking controversial and difficult questions. Just an idea. If any of you have got comments to make of this, other reasons why you have come in, please in the chat box contribute and do so. I think that will contribute to a discussion of this on we get to questions at the end. Some of the controversial issues that we all have to respond to, I did not make up this list. I was writing my own list when I came across this list when I came across San Diego Mesa College. It was embedded in one of their library guides. It's a list of 33 examples. This was on three slides that I will go through. Of controversial issues that faculty and students research and therefore in the library need to deal with. I suspect a lot of these sound familiar. Abortion, adoption, illegal immigrants, human rights, the Holocaust. That the Holocaust really happened? Moving on to others, censorship. A separation of church and state, guests and lots of issues around the concept of, should you have a right to die, how long should we prolong life. Privacy, a big problem that is controversial and frequently discussed. Environment, there are lots of environmental issues that are controversial. So the list is lengthy and I would imagine this is not even a complete list of everything that exists. These are some of my, I discarded the questions that I get like, what is it that really you really do all day? Is it the government just all of that crazy legal stuff nobody understands? The questions that I get all the time that aren't really controversy all, these are just four of my currently favorite personal questions. Is there a satellite that can push hurricanes away? Oh do I wish there was. And why won't the government use it? That will cracking in the ocean cause the recent earthquake in Puerto Rico? How many spies do we have on campus? Is there a secret tracking chip? Those are some of my own personal favorite questions. Now I'm going onto a list of, these are questions of the night honey register that I asked if you would please send in questions about controversial and interesting and difficult questions that you have been asked. Some of these, many of these were duplicated by nearly one person. There were questions that sort of defied classification, but there were numerous of you that said you can questions about UFOs and other planets, conspiracy theories and health issues and currently at the moment I think, with the , all of us are probably getting lots of questions about that. Some of those are hard to answer because

even the science is changing daily. I just picked a selection from the ones you sent in. Either the ones that were fun and interesting. I suspect some of these are almost laughable. I think others recognize we really have the potential, depending upon who is asking and why they are asking to be scary are perhaps harmful to the person asking them. Here is the list, what are the side effects of 5G? 5G is not going to harm us all. By the way, I am old enough to remember the first microwave oven and my grandmother thought it was a really bad idea. She thought it was going to give her cancer and kill her. That's not a new question, it's just a new format about 5G. Did Jimmy Carter see a UFO? Was Jimmy Carter attacked by a swamp rabbit? Is Covid a Democratic plot to get back at Trump? That's one of the questions I think that is probably frightening because it really sets up a scenario in which at least some of our users don't want to believe Covid is a serious and dangerous phenomenon. Are we mining them in? Are there funds available for doomsday? Are there exotic items in the federal archives like the Ark of the covenant? Actually I get that question the most. Am I sure the Ark of the covenant is in the Vatican? Because of the Catholic University. Our trucks admitting dangerous petroleum admissions? Has Congress weapon eyes to the weather? That when actually have some basis that there have been, I understand, discussions of that possibility. They are trying to harness the weather for different purposes. What places in the U.S. under Soraya law? Can I guess the list of helicopter black ops? What is the Palmer Explorer? That's just a selection that you fit in with your registration and I'm sure there are a lot more out there. we have some others that are interesting. If you put them in the chat box it would be interesting to know. Sometimes when we see questions like this, I think it is really difficult to know exactly how to respond and we may be respectful and empathetic and tried to help the person realize there is not a real answer to this, or there is an answer they are expecting or are comfortable with. Let's talk a little bit about respectful treatment for our users. Here is a quote from Jimmy Carter, who apparently was not eaten by a swamp rat. We are a melting pot, we are not really a melting pot or a buffet, we are different people with different beliefs, with different yearnings and hopes and dreams. I think if we can remember that one, we have a user facing us with a question that is very real and they want an answer to and they believe that we don't get to say where did you come up with that. We need to treat that person with courtesy and respect and do our best with recent, accurate, reliable information. Even in a situation where you think a user may be asking the question because the situation is dangerous and I can give a current recent example, but it didn't happen to me, it happened to our reference librarian. One of the students came in carrying a pistol and she didn't know that he had it. That was tucked away in his pants. He started asking about what our gun laws and what are the regulations on campus for whether he can carry a weapon. Turns out he technically had a pistol with him. He apparently was not planning on doing anything with it, just kind of wanted to go here I am. It's the situation in which her remaining calm kept him calm. She managed to motion to a student to call me to police call security. I think sometimes we get questions that we need to think about, whether there is something else going on here but we need to remain calm in the situation. The empathetic. You don't have to agree with somebody. I cannot possibly agree that Jimmy Carter was eaten by a swamp rabbit. You might want to know whether that is true or not and I can be empathetic to that. Be honest when talking when talking to your users. We all know government information, nor any other information at the library will necessarily answer all questions. There are strengths to and from the information we present and there are

limitations as well. And that, even government information and all other information is written by human beings, published by human beings and so we need to be honest about the information we are presenting. Stay politically neutral. I am not saying you shouldn't have a political opinion. I have very strong political opinions, myself. I have on occasion exercise them writing editorials. I have occasionally attended a protest. I certainly go out and exercise my right to vote, but when you you are dealing with a user that has a controversial question a controversial belief, it's probably not the right time to express your personal, political or otherwise personal opinion. If you come to me and asked me a controversial question, and I think this applies to government information as well as other information, what am I going to do? I thought this through. What is it I go through when I deal with this person and I talked to them? This is basically what I will do. I won't necessarily go through all of the steps, but I will certainly go through and apply some of them. First off, I'm going to do the same reference interview I would do about any other question that came in. Okay and I'm going to try to find out what information you're looking for, okay. Do you really believe Jimmy Carter got eaten by a swamp rabbit? Or do you want information that somebody else believes Jimmy Carter got eaten by a swamp rabbit and some record exists of that belief. I'm trying to understand the emotions and the beliefs the person may have about their question. I think in particular, this comes from my experience of living for 40 years now in Puerto Rico and dealing with a U.S. territory his native language is not English and encountering along the way many students from other countries, sometimes the emotions and beliefs surrounding a question may have a great deal to do with a person's culture or their language that they speak. So try very hard to understand the point of view and the emotions that your user is bringing to the questions they're asking you. And do your best, if you can, to separate that from the information they are looking for. You can explain that there are multiple sources of government information. I have at occasions where a student has come in with a report that says the Department of Education said this, can you find this for me? I cannot only find that document, I can find other multiple sources that have other points of view, historical points of view on the topic. If you need to, and the person is interested, offer access. Explained that there are sites within the government which will provide their raw data, where the government got its information from for a particularly important news release or statement. If someone would like that data, you can find out the sites to go find that data. I'm going to talk about those in just a minute. If the person is concerned about reliability or amnesty, then I will point out some independent websites and organizations that deal with and ask questions about, and look for information about the same question they're asking so they can compare what's there and fund the government with what exists from an independent agency organization that investigates the same information. If I find someone who is willing to the government , then I will go okay, there is a home number, nonprofit organization watchdog groups, they go about monitoring various aspects of the government. You can look at some of those and see what they are saying about the topic you are interested in. If you, if we really can't find information you are looking for, or if we think it exists or sent for some reason hasn't been published or is available, then I can wait for you to go up to the website and walk into the process, if you want to, of making a request. If you are still concerned about reliability and accuracy, I will point out the government has internal review and oversight provisions. Many of you who are students at the University, I will point out the government has internal review and oversight provisions, just like the University has

internal review and evaluations that exist of professors and students. That is one way in which you can know that the government is at least trying to be accurate and reliable. Is, for some reason, I think you may need further legal medical, psychological or social services, I will refer you to those appropriate resources on our campus or in the community. I will do it with as much compassion and empathy as possible. But we all, I think, have cases in which it becomes obvious this person needs, for some reason, to be referred for legal advice. I can give you an example of a group of citizens who, several years ago, got referred to me because they were living in a community that was illegally built behind another residential area. I'm talking actual concrete houses and somebody had told them you got counted in the census, which indeed they did get counted as individual citizens. And they were referred to me because of that they wanted to do, let's see if they could get the city to recognize their little area is being illegal and start to legally provide water, electricity and garbage services. I hope them find the census and the census tract and I referred them to call the city government and said I have this group of people, they would like to come in and talk to you and actually make an appointment to go in. Sometimes I think part of our job is recognizing we need to, if we can answer the question fully, get them to somebody who can. Okay, here are some of the resources. And and we need to leave time for questions. I hope you will put them in the chat. I am going to go through these rapidly. [ Indiscernible - low volume ] I would like to leave some time for question and answers. Obvious sources of these are our [ Indiscernible - low volume ] Congress.gov. And I frequently point out to here in Puerto Rico that all of the United States territories and their representatives through U.S. Congress are included on Congress.gov and you can find tons of active information and find out what legislation they're sponsoring on Congress.gov, USA.gov, a great site with which to begin your research. If you have Spanish speakers USA.gov very easily switches into Spanish. Science.gov, which pulls in information over 60 databases on science. Right now if you go to the science.gov site, they have a little blurb about finding COVID-19 information our educational information. When I get questions, and I think all of you do about I would like to see my great grandfather's census record, how do I do that at the census? The answer is the Census Bureau doesn't have the records, the national archives and records administration has census records that are more than 70 years old. You can go find them and you can find your great-grandfather's name and his census information. So I point people to archives.gov. It's a site that has historical documents and information. I actually had, when the White House site changed, when Donald Trump came in as president, there are people who are very upset because the site changed almost immediately. Like it's 12:00 noon and Obama's site disappeared and trumps site was up. Obama's site did not really disappear. It is accessible through archives.gov and archives.gov only keeps forever 1 to 3% of records that are very important. But you can find information there. The national endowment for the humanities and other sources [ Indiscernible - low volume ] people who are looking for data are likely to see for themselves the rock collection of data at data.gov. The Census Bureau puts out its raw data with the national Center of education statistics collecting and compiling numerous educational statistical data. I will point people to for you.gov for the FOIA act and explain the freedom of information act allows you-it may not definitely give you information, but it allows you to request information that you cannot find if you think they exist. I explained to people that oversight.gov exists and oversight.gov is the site where all of the Inspector General reports are so that you can look at inspection reports of various government agencies and see what has

been said. I did also point users who are skeptical of what the government is doing and why it's doing it. One of them, which is run by all of you, a group of depository and other libraries, free gov.info is a point to place them and say hey, this takes a look at government information and how it's reporting and what it is. I point people to muck rock, because if you have never filed a freedom of information act request on your own, muck rock will help you do so while looking through the process. You can also see if anyone else has already made a similar request and has the information. My insane apologies for my telephone going off in the middle of the presentation. I point people not just to pew research, but to other nonprofit organizations like pew research, which do their own research on small pieces that are controversial and of interest and say okay, compare what pew research in this other entity has done with what you are finding in the government and then you will see whether or not you can rely on the government information and how well it compares with what this organization has found. I will also point out, I don't particularly recommend anyone watchdog group, but I do explain to users that there are numerous citizen groups, nonprofit groups, who in some way, or in some area, choose to monitor what the government is doing and try to keep the government honest. The first of these is there is a list, an extensive list in Wikipedia with links to many of those groups and I just chose to list a couple with which I happen to be familiar. They are watchdog groups that you can go see what they are monitoring and what their opinion is. And finally, as I am ending, to leave a few minutes for questions, I think you and I just kind of pulled together a few of my favorite quotes, two of which I'm going to read. [ Indiscernible - low volume ] . I love that quote, because if we are not practicing censorship and we really are trying to provide information, then we probably will have information in our libraries that is going to be offensive to some people. And my other favorite, because I am working the academic world, a university is just a group of buildings that have gathered around the library. So with that, I will end my presentation and see if there are questions or comments to be addressed.

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Thank you, Jane. Another good webinar, I appreciate it very much. Let's go see if we have questions. Christine says some people still believe that about microwaves. Also, fluoride in the water. Dana said that, I'm sorry. Victor said, is my cell phone, as my smart phone spying on me? That's a good one. Victor comes back, did the U.S. president of Eisenhower meet with aliens three times at a remote base in New Mexico in 1954? You know, they got me thinking about this. A lot of people, this alien theme seems far-fetched, but there are other people who say there so many solar systems and planets out there the chances are very good that there are other, other civilizations. You could argue from that point that this probably has aliens somewhere in the universe and they could possibly come to the world.

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There is an entire project and part of it is conducted from here in Puerto Rico. Maybe whether Eisenhower met with aliens is a little far-fetched, but that is a recurrent set of questions people ask and for the webinar that was very much a recurrent theme. Everyone has heard about stories of pilots and what Jim has said about military civilian pilots who swear they have seen things and they look strange and they could be flying saucers, or whatever. Dominguez says, Dominique, I'm sorry, I had got a question about lizard people taking over the bodies of politicians. That's an interesting one. [ Laughter ]

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Here is Victor again on aliens. With the dead aliens, what did the government do with the crash to the UFO? On the one hand, like I said, you could say it sounds far-fetched, but who is to say, really? It could've been true, I don't know. Somebody would get the story of a lifetime if they were able to do that. Will a list of the sites be emailed to participants. The slide presentation will be available tomorrow. You will get an email on which slide will be there.

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If you would like the presentation in its original PowerPoint, because in the PDF form that links to resources are not active, but in the PowerPoint they are. If you will emailed me I will Apple send you a copy of the original PowerPoint.

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All right, Lisa says, do you ever use the national security-I was going to mention that myself, thank you for bringing that up. Was that it is classified one at the George Washington University? She has the link in the chat box.

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Thank you, thank you, thank you.

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I haven't used it myself, but it should be a good source.

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Each one of us has sources we may or may not know about. Two heads are better than one.

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Emily makes a comment. How do you feel about the in order to reroute data to a private management organization instead of the CDC? That's a good question. Kind of political there. I don't know.

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I think we live in strange times. And it's really, really I think at this moment, hard to know. I think at some point in the future, somebody is going to have to go back and it's totally objectively analyzed with what government agencies did, how does the administration respond to the entire COVID-19 event.

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The argument I heard today was that the CDC was too slow. You got a shout out from, I hope I pronounce your name right, eggs merit, I hope that is correct, or close. Sorry about that. An excellent webinar. Cory, why don't you put the satisfaction survey in the chat box, if you would? Let's see. And then Jacqueline says, I'm not sure I'm phrasing this correctly. Would it be acceptable to ask the person where they got in or heard about their information in question? I suppose, if somebody has a question that they think is an interesting one and wants to put it in the chat box where they heard about that question, that would be interesting.

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I mean I don't know, at least I think with students, I would be comfortable asking, is this question something you are partially interested in? Is it an assignment? Is it an assignment for your class? It might be that with dealing with the public-

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I'm sorry Jacqueline, you are talking in general. I thought maybe you meant the questions Jane was talking about in the chat pod. Yes, this was, yeah that's, you pose a very good question. In general when you are doing a reference interview, it would be appropriate. I don't know, Jamie were saying on that?

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I think it would be appropriate. I think if the person doesn't want to answer, then obviously if they say well I would rather not reveal where it came from, then okay. They go on with answering the question. But I don't think, I don't think anything [ Indiscernible - low volume ] you got this question. We do it with students at least all the time. We ask them, is this a class assignment? For what class? For what professor? Because that gives us information. Of course they can choose not to tell us and we will deal with that. But the answer is, that gives us extra information to have an idea for what you may need for district lab and what you may need for a biology lab. It may be too two different things for something that is the same question. I think it's okay to ask.

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Cory, could you put the satisfaction survey in the chat box. If you don't happen to have it, I have it. Is it in there? Okay, sorry I missed it. Thank you. Victor asked, are we still looking for Noah's Ark? That's a good question. Somebody says yes, okay.

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I think people are probably still looking for Noah's Ark. Which, given what I know about the deterioration of wood, probably doesn't make a lot of sense.

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I found good info about the Manhattan project national security archives. That's very interesting.

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Okay.: Says some of these questions are corrosive to the common good. Are we not encouraging the questions and thus potentially undermining our social values, which many librarians cherish or hold?

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That's a very interesting question.

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I think it's a very valuable question. I think I can choose to treat a user respectfully, respect the faith and at the same time indicate okay, let's do something relatively innocuous. Was Jimmy Carter eaten by a swamp rabbit? Which obviously the answer is no. I think I can respectfully say, can you give me a little bit information about why you have a question and where it came from? I would go on to say that question in general, I will do something that I know is controversial, wearing a mask during 2020, 2021. The current guidelines that were put out internationally and by the CDC say that wearing a mask when you cannot be at least six feet away from someone isn't a good idea. Obviously an n95 mask is the best. Most of us don't have those. So some version of a mask. If someone came to me and said, I don't want to wear a mask, can you prove to me why you have to wear a mask? Is there information that you have done that? I think my response would be, I understand your feelings and in fact I am concerned myself, because when I have to go back to work in person I have asthma and a mask makes it a little harder to breathe, but I'm going to have to wear the mask. Let me see if I can find you

information that is scientifically reliable on both sides. But the current guidelines from the World Health Organization, the CDC from here in Puerto Rico, our local help task force and we have a mandate to wear a mask. Those are important things that you should be considering. I think that not wearing a mask is an inappropriate thing to do and you're probably perhaps hurting other people by not wearing a mask. But here's the information that I can provide. I would say I don't think it's fine for you not to wear a mask. But I think I could still be respectful of the individual person. And obviously you have the individual right to say I'm going to walk out of my door and not wear a mask. Now there may be consequences for that. Here in Puerto Rico you can get arrested and pay a \$500 fine. You can actually go to jail at the moment for violating our mask wearing rule. We have a stay at home after 10:00 at night until 5:00 in the morning rule in place. I think that for me it's a question about separating being respectful to the person as an individual who has every right to ask the question, but accepting that some of these questions are not only ridiculously silly, but could possibly be harmful. I would try very hard to provide the information to back that up and point out in this particular case perhaps you should reconsider what you are thinking on this.

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Thank you, Jane. That's a very, very good comment. Cory just put the satisfaction survey in the chat box, so please fill that out.

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I see a link. He said it's appropriate to the subject, thank you.

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Emily made the comment too, the data won't be available to researchers or modelers is what I have read. I don't know if what that exactly as for. Emily says that's what I'm seeing too. Donna says I guess I looked at the Eastern time and mistook it for central. Will this webinar be available online?

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Yes, it will. It will be available for tomorrow and continue. Jaclyn says thank you, Corey is also going to put in links to the webinar and archives. We will have current and more older and links to Jane's last 20 webinars. Give that a look.

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Has it really been 20 or more?

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Much more than that. That's all of our current archive. We have probably done 40+. Thank you, thank you, a bunch of shout out's. We had a blackout, so I missed it, yes it will be available later. My favorite site for COVID-19 is the John Hopkins tracker. That's one of the first and-

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We are also using, my husband's biologist is using one call world meter. That tracks Covid data around the world.

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Emily says Deborah, the Johns Hopkins tracker tool is based on CDC data. [ Indiscernible - low volume ]. Interest is how you handle questions that are really questions? They're looking for confirmation of controversial beliefs, fears, policies or trying to get a rise out of you [ Laughter ]. I can imagine on the frontlines you guys can get a little bit of that.

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I would, I'm going to put in the world meter cyclically into the chat box.

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By the way, Corey also put a nice article in the chat box about one of my former colleagues who wrote a nice article about [ Indiscernible - low volume ]. I'm sure it's still good about the things that we did, webinars and everything else. Jane, what is your Gmail address? That's in the chat box.

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I will stick it in. It's also on the first slide, but I will stick it in right now.

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Is also on the FDOP direct three.

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What's your depository number again?

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5508. Actually know your Gmail is only available to GB, I'm sorry. I take that back. We don't but the email in public sites.

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I just put it in. So please if you want the PowerPoint or continue this discussion-

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Victor says thanks, I really enjoyed the information. My questions were things I thought about when I was a kid. [ Indiscernible - low volume ]

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It will take you directly to-

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Jane just put in her email again and a lot of things. We are overtime, but we can still ask questions. Let me go into my wrap-up comments here. First off I would like to thank Jane for another great webinar. She has more coming up, two actually and one co-presenter with Mike colleague Kelly Sievert about homeschooling and she is another one, the title escapes me now. I would also like to thank my colleague Cory Holder for keeping everything running smoothly today, as he always does. Don't forget our upcoming webinars. We have seven more scheduled. We are doing one of the few of many silver linings of Covid as we are doing more webinars and the registration and attendance is higher than it is ever been. More webinars for July. The next one is a great presenter, next Tuesday July 21, Emily Wilde of USGS Princeton library. Titled, library research for atmospheric and ocean sciences, including climate change. She always does a great webinar. To receive notice of our upcoming webinars. Sign up for our news and Immel services from FDOP .gov. And at the bottom of the homepage you can view a calendar of upcoming webinars and other events can access past webinars from our webinar archive and there is a link to volunteer to present a FDOP Academy webinar. Although Jane would love to hold the webinars, I think on a topic of government information, and it could be about running your deposit, or any FDOP focus our government information topic, it is fair game. We are very interested in that. Let's see if we have any other questions. Let's see. Thank you, thank you, thank youse.

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Thank you to everyone for participating.

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It looks like no more questions, so I think I will close things out slightly over time, but no worries on that. Thank you once more, Jane and audience.

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You are welcome.

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Please come back to the FDOP Academy next week . We have some more great webinars coming up for you. And have a great rest of the day, thank you.

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Thank you.

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Bye-bye.

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[ Event Concluded ]