



**The FDIC Library &
Public Information Center**

October 2019



About the FDIC

- **The Federal Deposit Insurance Corporation (FDIC) preserves and promotes public confidence in the U.S. financial system by:**
 - ◆ Insuring deposits in banks and thrift institutions for at least \$250,000
 - ◆ Identifying, monitoring and addressing risks to the deposit insurance funds; and
 - ◆ Limiting the effect on the economy and the financial system when a bank or thrift institution fails.
- **An independent agency of the federal government, the FDIC was created in 1933 in response to the thousands of bank failures that occurred in the 1920s and early 1930s.**
- **The FDIC receives no Congressional appropriations - it is funded by premiums that banks and thrift institutions pay for deposit insurance coverage and from earnings on investments in U.S. Treasury securities.**
- **The FDIC insures trillions of dollars of deposits in U.S. banks and thrifts - deposits in virtually every bank and thrift in the country.**



About the FDIC

- The FDIC insures deposits only. It does not insure securities, mutual funds or similar types of investments that banks and thrift institutions may offer.
- The FDIC directly examines and supervises about 4,000 banks and savings banks for operational safety and soundness, more than half of the institutions in the banking system.
- The FDIC also examines banks for compliance with consumer protection laws, including the Fair Credit Billing Act, the Fair Credit Reporting Act, the Truth-In-Lending Act, and the Fair Debt Collection Practices Act, and the Community Reinvestment Act (CRA).
- The FDIC is headquartered in Washington, D.C., but conducts much of its business in 8 regional and approximately 80 field offices around the country.
- The FDIC is managed by a five-person Board of Directors, all of whom are appointed by the President and confirmed by the Senate, with no more than three being from the same political party.



FDIC Library and Public Information Center

- **Section of the Division of Administrations' Corporate Services Branch, along with:**
 - ◆ Facilities Operations
 - ◆ Support Services
 - ◆ Security and Preparedness
 - ◆ Support Services (Records/Directives/Forms)
- **The LPIC teams manage:**
 - ◆ Print publication distribution to banks, public, and libraries
 - ◆ Reference and Collection Development
 - ◆ Patron-Driven Acquisition
 - ◆ Access to Commercial Services (journals, databases, eBooks)
 - ◆ Call center support (877-Ask-FDIC)



Public Information Center



Providing A Great Customer Experience by Offering Information to the Banking Community & The Citizens They Serve.

**DISTRIBUTION &
FULFILLMENT**

CONTACT CENTER

**PUBLIC INFO
ELECTRONIC MAILBOX**

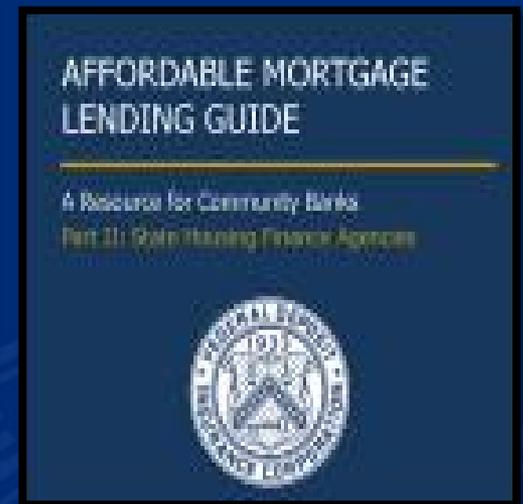
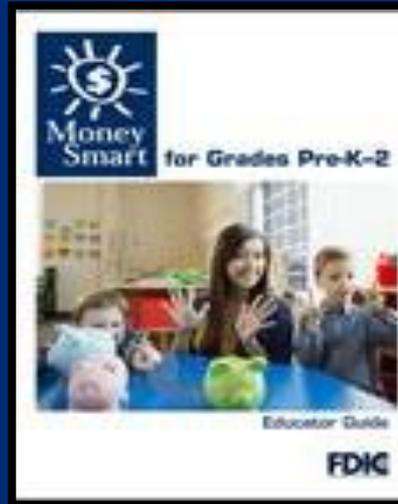
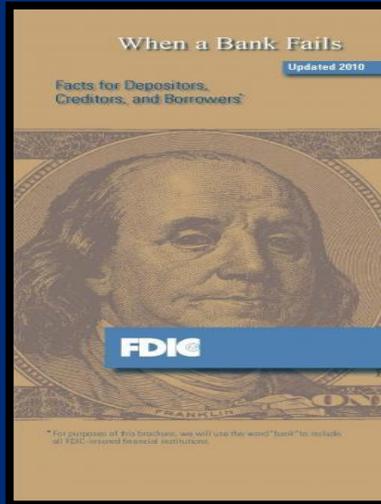
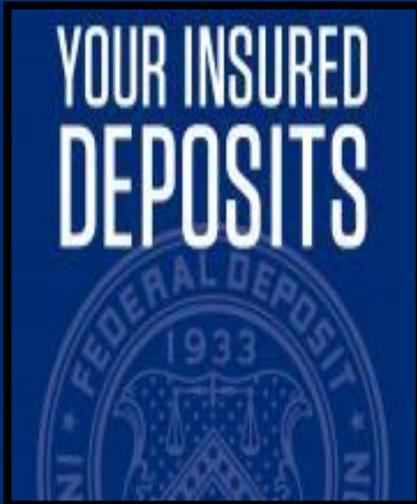


Print Publication Distribution

- Centralized management of large stocks of print publications and forms:
- Free print materials for the public, banks and other institutional requestors
 - ◆ <https://catalog.fdic.gov>
- Staff and contractors together manage both internal distribution and direct mail to the public
- Regularly review all stock to determine what is outdated, needs revision or needs reprinting
- Compliments online access to printable materials
- Supports the call center interactions with the public



Public Information Products



PIC YOUR PUB!





Call Center Services

- **Toll-free numbers:**
 - ◆ 877-ASKFDIC (877-275-3342)
 - ◆ TDD: 800-877-8339
- **Hours of operation:**
 - ◆ 8:00 am - 8:00 pm ET, Monday - Friday
 - ◆ 9:00 am - 5:00 pm ET, Saturday-Sunday
 - ◆ (Excluding Federal Holidays)
- **Handles approximately 6,000 calls/month**
- **Staff based in Arlington, Virginia and Dallas, Texas**
- **Integrated access to an inquiry management system for consistency in responses and appropriate tracking of calls and public contacts.**
- **Complaints are passed to a Consumer Response Team for action.**



FDIC Library

■ Main Service Areas

◆ Acquisitions

- Central purchasing authority for Information
- Print and Electronic Access

◆ Reference

- Assist with resource usage
- Legislative histories, regulatory research



Reference and Collection Development

- **Collection Focus**
 - ◆ Financial Stability
 - ◆ Bank Failures
 - ◆ Leadership and Management
 - ◆ Banking Law and Regulation
- **Legislative History Research**
- **Selective dissemination of information (SDI)**
 - ◆ HotDocs
 - ◆ Bank Earnings Analysis



Patron-Driven Acquisition

- **FDIC Library mediates purchasing for all books, journals, subscriptions and data sets**
- **Exception is training materials and materials for explicitly personal use**
- **Support daily access to a number of news sources through Factiva and through direct subscription as necessary**
- **Use purchasing to inform Library's collection development**



Access to Commercial Services

- Access to over 100 database providers and data sets that cover banking, real estate, stocks, bonds, and thrifts
- Manage access, use rights, and vendor relationships
- Always evaluating new sources for information and the fiscally responsible purchase of commercial information
- The FDIC Library negotiates terms and conditions and manages user access accounts for these products



What's Next for the FDIC?

- **Developing a Library Advisory Committee to ensure employee input on future direction**
- **Exploring more online and digital solutions for remote employees and the way people work today and in the future**
- **Adopting next-generation library services platforms to drive workflows behind the scenes**
- **Managing the balance between print and digital in order to ensure the Corporation has the information it needs in the format that works for its' employees.**
- **Evaluating collection policies and practices to ensure we will always have what staff need, when they need it for years to come**
- **Investing in staff to develop the skills we need to work with data, information, and knowledge in a changing environment.**



What's Next for the FDIC?

- **Developing an Agency-Wide Customer Experience (CX) Model to Measure Customer Success**
- **Exploring Multi-Channel Communications to maximize methods of information output**





Questions?

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