

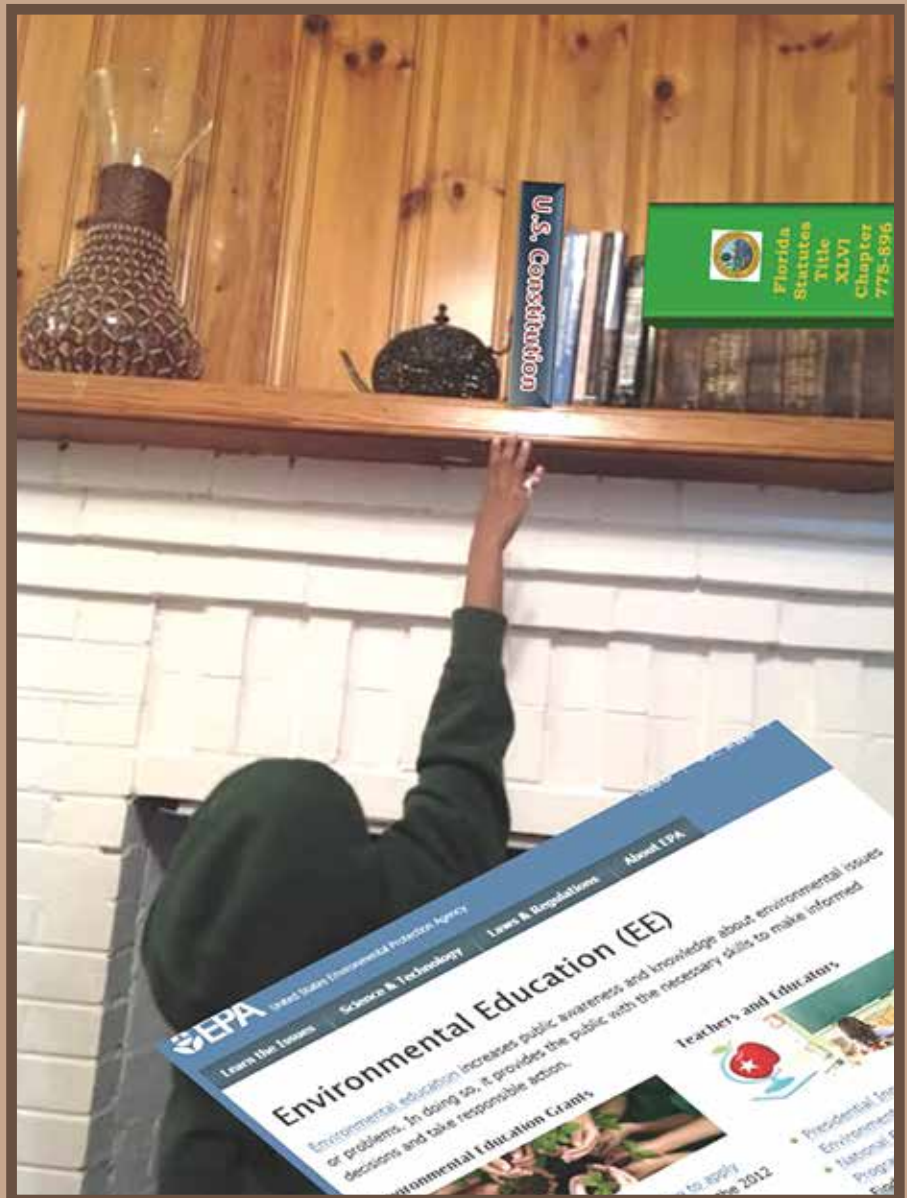
In This Issue

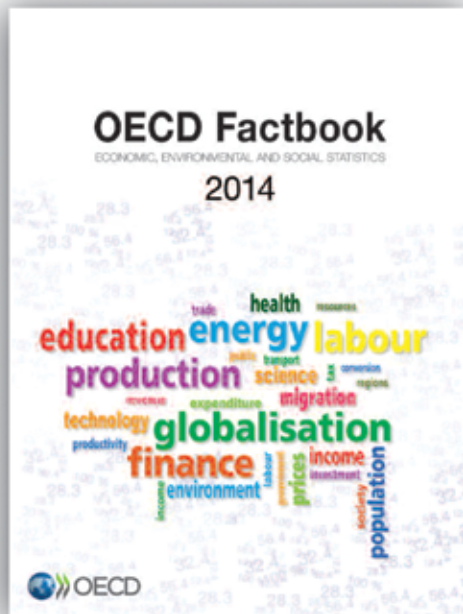
- What the Heck is Happening Up North?
- Promoting Electronic Government Documents

DttP

Documents to the People

Spring 2014 | Volume 42, No. 1 | ISSN 0091-2085





OECD Factbook 2014

Economic, Environmental and Social Statistics

print: 978-9264-20415-7 | March 2014

OECD Factbook 2014 is a comprehensive and dynamic statistical annual publication from the OECD. More than 100 indicators cover a wide range of areas: agriculture, economic production, education, energy, environment, foreign aid, health, industry, information and communications, international trade, labour force, population, taxation, public expenditure, and R&D.

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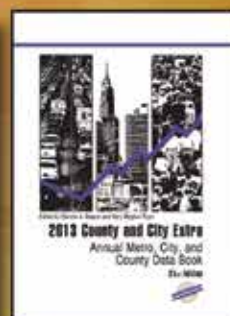
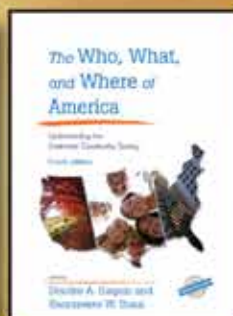
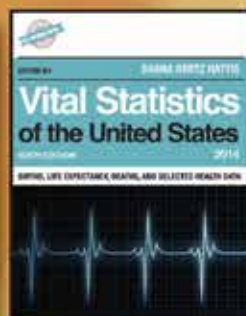
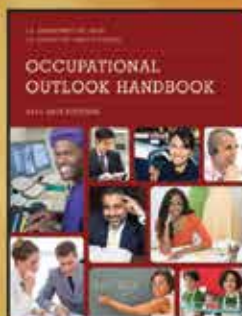


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DtP

Documents to the People

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Columns

- 4 Editor's Corner—Greg Curtis
- 5 From the Chair—Suzanne Sears
- 7 Federal Documents Focus—Lucia Orlando and Rebecca Hyde
- 9 Spread the Word—Melanie Blau-McDonald
- 12 International Documents—Jane Canfield

Feature

- 15 What the Heck Is Happening Up North?
Canadian Federal Government Information, Circa 2014
Amanda Wakaruk
- 21 Promoting Electronic Government Documents
Part Three: Service
Scott Casper

Review

- 23 Tunnel Vision
The Life of a Copper Prospector in the Nizina River Country

Round Table

- 24 Summary of GODORT Activities, Midwinter 2014
- 26 GODORT Councilor Report

About the Cover:

Annual cover photo contest winner: Education for YOUR Environment. Kimberley Douglas and Samuel Crawford.

Editor's Corner

Welcome Back to our Columnists

Greg Curtis

Welcome to another issue of *DttP*. I hope you enjoyed the student issue last time. Thanks again to all those who made it possible, especially the students submitting the papers. A big thank you to all of our columnists for postponing their columns until this issue to give the space to the students. We have a wealth of columns for this issue, catching up on a large number of topics that are of interest to everyone. Welcome back columnists; thank you.

This issue also displays our annual cover contest winner. Thanks to all who submitted photos for the contest. Congratulations to Kimberly Douglass and Samuel Crawford for jointly submitting the winning photograph for the cover.

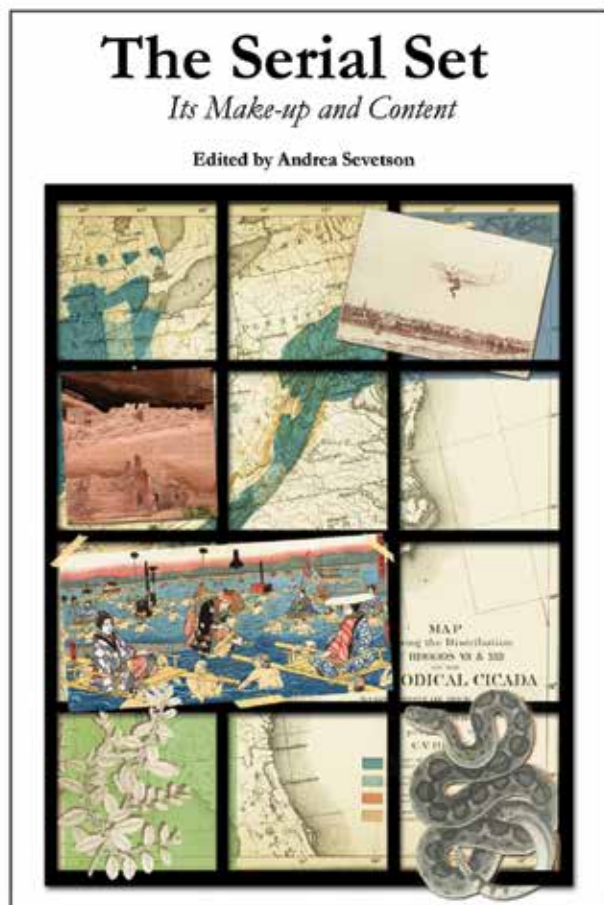
Now let's turn to our feature articles in this issue. Amanada Wakaruk, government information librarian, from the University of Alberta libraries, looks at what is occurring in Canada with information dissemination and the decision by the government to transition to an electronic only distribution of publications. An interest on both sides of the forty-ninth parallel to be sure.

With this issue we also continue the series by Scott Casper on promoting electronic government documents. Casper turns his attention in this installment of the series to providing service in the electronic environment. I am sure that you will all find some useful information and ideas for providing service. I certainly did.

The issue concludes with another book review. This time the work is published by the National Park Service and discusses the interesting life of a copper prospector. *Tunnel vision: The Life of a Copper Prospector in the Nizina River Country* tells the story of one prospector, but gives life to the larger discussion of prospecting in Alaska, transportation to the wilderness, and the development of the southeastern part of Alaska.

I hope that you enjoy the issue.

Greg Curtis
DttP Editor



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Developing Advocates—Communicating Value

Suzanne Sears

I was recently asked to speak on how to create an elevator speech to advocate for depositories. It seems that this topic comes up every year as more depository collections are seen by administrators as “taking up valuable space” instead of as important pieces of their overall library collection. I wish I could wave a magic wand and all the international, federal, state, and local government documents would be forever preserved and safe from budget cuts. The reality is that this is a situation that will continue to be addressed for years to come.

My current position at the University of North Texas, has given me a little more insight to the problem than I had four years ago. I am now part of the administration at my library, making decisions related to budget cuts and increasing demands for space and services. In conversations with other administrators, I often find myself jumping on my soapbox about the value of historical government information and why it is important to keep these collections accessible. I get exasperated by the indifference to the collections that these very intelligent individuals seem to have. How can they not be as passionate as I am about these valuable primary resources? It is in the answer to this question that I think you can find the biggest problem we face as government information professionals. They are not as passionate about these resources because they are not aware of them.

Government documents librarians have a tendency to be super involved in advocating for no-fee permanent public access to legislative bodies, but too often they stand alone as a group. Very few non-documents librarians get involved. The question is how do we get non-documents librarians, administrators, and community members involved in our advocacy efforts? I think that we have to educate them in the value of the collections. The ALA GODORT Legislative Committee is currently working on one-page educational pieces in response to the ALA COL FDLP Task Force report. By the time this column is published, the first draft of these papers will have been presented at ALA Midwinter and be publicly available for feedback. I personally feel this will be a big step forward in helping to educate ALA members about the issues surrounding government information. This is a wonderful first step, but we need to do more.

Communicating with administrators and the community are two vital parts of keeping government information collections off the chopping block when libraries are faced with

budget cuts and space demands. Passion for your collection is great, but it will only take you so far. Community support, data, and relation to the overall mission/strategic plan of the institution are the things that are going to speak to administrators.

Most documents librarians are very good at garnering community support. We are aware of our main user groups and ask them for letters of support when faced with decisions to reallocate or eliminate our collections. Where we often fall short is in keeping more than transactional data on community use of the collection. Data that backs up the need for tangible, as well as digital collections and government information specialists to facilitate access to those collections. Return on investment (ROI) is the newest buzzword circulating among administrators. How do we demonstrate the ROI of a documents collection? How do we demonstrate the social as well as monetary value of our services and collections? How do we tie our collections to the mission and strategic plan of our governing institution? The answers to these questions will be vital in gaining the support of administrators for the collections and services we offer as government information professionals.

When administrators are faced with increasing demands for space and budgets, they use data to make decisions on what services and collections can be reduced or eliminated. They have to justify to their governing body what the measurable benefit is for every dollar invested. These benefits are going to be very different for public libraries, academic libraries, state libraries, law libraries, and special libraries. That is why it is essential to tie in the mission and vision of the institution as well as the needs of the communities served. Reports to administrators on the value of the collections need to include context-sensitive data that pertains to individual libraries and their value systems. This is one of our main problems. Most discussions at the national level are trying to find a single model that can be used by different institutions to determine value. Such a model would have to be flexible enough to be locally applicable to demonstrate how a library meets the needs of its institution or community.

To be strong advocates for government information collections, we must take a step back and try to put ourselves into the mind of those making the funding decisions. We have to articulate the importance of our collections and services in terms that they can understand. For years, we relied on the monetary value of the collection. That alone will no longer suffice as tangible distribution is diminishing and space is at a premium. It

is very difficult to measure the indirect benefits of a depository collection. How does the collection impact economic outcomes in the area served? What can having a government documents collection do for the prestige or reputation of a library? How do researchers use the collection? How do the collection and services enhance quality of life for the community? These are just some of the questions we should be gathering qualitative and quantitative data to answer.

It is up to us to communicate the value of the collections and services to those making funding decisions. One of the best things we can do to show our worth is to provide great

services that help our users work more effectively. Another is to be proactive in gathering evidence of the difference that current and historical government information makes in the lives of our community of users and communicating this information to those responsible for making budget and space decisions for our institutions. Hopefully, this column will serve as a starting point for discussions among our members on ways we can communicate more effectively the intrinsic value of libraries providing no-fee permanent public access to government information.

Errata

Winter 2013, 41 no. 4 issue

Items were mistakenly left out of the student issue. Several student's biographies and emails as well as information on some of the illustrations. Please find this information below. We apologize for any inconvenience this oversight may have caused.

Jessica Blanchard, Student, University of Washington, jjb26@uw.edu

Rebecca Veronon, Student, Indiana University, rmvernon@umail.iu.edu

Image 1: "Drawing of the small intestine showing villi" from the publication "What I need to know about Celiac Disease." Downloaded from NIDDK Image Library. <http://digestive.niddk.nih.gov/ddiseases/pubs/celiac/index.aspx>.

Image 2: Cover of the Celiac Disease Awareness Campaign publication entitled "What I need to know about Celiac Disease." Published March 2011. http://digestive.niddk.nih.gov/ddiseases/pubs/celiac_ez/WINTKACeliacDisease_508.pdf

Eloise Flood, MS-LIS Candidate, Pratt Institute of Library and Information Science, elosieflood@gmail.com

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Federal Documents Focus

Challenge.gov: Solving Problems Together

Lucia Orlando and Rebecca Hyde

During the 2012 election season, in schools across the country, a modern infographic style poster was seen hanging in classrooms and school hallways. “How to Become President of the United States” clearly and cleverly displayed all the requirements and necessary steps one must take to run for president, hopefully inspiring many girls and boys to try it themselves one day. This poster, produced by kids.gov but designed by a civilian living in New Jersey, is an example of a successful partnership to come out of the General Service Administration’s Challenge.gov site. Creative solutions can come from anywhere, the real difficulty lies in matching up people and their ideas with the wide variety of problems facing federal agencies. That is the goal behind Challenge.gov, a website launched in 2010 to attract people from across the nation, especially those possessing technical skills, to fill information needs and help solve problems encountered by government agencies. In addition to connecting the creative ideas of ordinary people with the agencies who need them, the site is an excellent way for librarians to keep informed about innovative projects from government agencies. This article will provide an overview of Challenge.gov, how it works, how it came to be, and ideas for how you can use it to enhance your work with government information.

What Is It?

Challenge.gov is administered by the General Services Administration (GSA) using software from ChallengePost.com, the company responsible for developing the infrastructure and networking required to host and award challenges. This nimble platform allows government agencies to publicize projects, issues, or problems in the form of “challenges.” Of course, it takes more than merely posting a problem on the Internet to motivate others to take part, so Challenge.gov relies on the spirit of competition and the lure of prizes to increase participation and generate enthusiasm. Spurring innovation through competition reduces the financial risk to the government agency, because they can award a predefined amount of money to only one winner. The challenges vary from simple to complex; for example some are fairly straightforward requests for ideas, videos, artwork, or photographs involving a specific topic or theme. Other challenges require computer

or technology expertise, such as developing mobile apps, games, computer programs, or software. Rewards—both monetary and non-monetary - are given for the best submissions. Non-monetary rewards can take the form of framed certificates, agency memorabilia, or simply posting winning artwork on the agency’s webpage. Although most challenges are looking for ideas and solutions that can be transferred to the web, such as graphic designs, videos, photos, apps, and other computer software, participation is not confined to those with high-tech skills. Challenges are directed to all levels of ability, with some contests restricted to elementary or high school students and some with specific prize categories for novice, or non-professional submissions.

How It Started

Shortly after his appointment in 2009 as the nation’s first chief technology officer, Aneesh Chopra started work on a set of practices to increase citizen and entrepreneurial access to open data, better enable citizen participation, and help the government become more effective and efficient. He stated “we believe that the American people, when equipped with the right tools, can solve many problems that the government itself cannot address” (1.usa.gov/A6fcHR). Challenge.gov was boosted by the America COMPETES Act of 2010 which provided statutory guidance for initiating challenges and awarding prize money (bit.ly/Q1kGk).

How It Works

The Office of the National Coordinator (ONC) for Health Information Technology wanted short videos to illustrate the power of technology to help individuals independently manage their medications. The ONC could have contracted with a professional advertising firm, but instead elected to solicit videos from the general public through a contest on the Challenge.gov site. The site allowed agency staff to develop, communicate, track, and award the “Managing Meds Video Challenge” using the challenge.gov site tools, as well as Facebook and Twitter. The contest attracted 437 followers who showed support for the challenge, which essentially meant they found it of interest and could later vote to determine the popular choice award winner. For a cost of \$7,500 in prize money, the agency received a number of quality submissions, had an opportunity to engage with members of the public, and increase awareness of the ONC mission. The ONC awarded six cash prizes for this contest, although most agencies elect to award only the top finalist. You can view the six winners, along with the other submissions on the challenge’s submission page. (cpo.st/1bws5AU) Almost 200 challenges have been awarded as of March 2013, further evidence of how this system can help foster innovative solutions to government problems (1.usa.gov/15YQYU8).

The site is available for free to members of the public as well as any federal agency wishing to sponsor a challenge, making it easy to facilitate contests such as the one above. Anyone can browse by sponsoring agency, subject category, conduct a keyword search, and follow challenges without logging in. If you register for a free account, you will receive site notifications of new challenges that match any of the criteria you select in topic areas or in personal skill areas like brainstorming, data visualization, or video and movie making. The user account tracks challenges, allows participation in discussions about specific challenges, and sends alerts about any changes. All challenges urge participants to approach the challenges creatively, while the more technical challenges encourage participants to use open data, teamwork, and crowdsourcing when appropriate.

The site is still a work in progress, and there are some areas in need of improvement. First, there are limitations in searching for open challenges. The user must use “sort challenges by deadline” to find challenges still accepting submissions and further filtering is only available by solution type (design, software, multimedia, etc.) or by agency. There are no search criteria to find challenges targeting specific groups, like students, teenagers, or military families who may be specifically encouraged to submit plans. Secondly, it is not possible to search or filter for closed challenges. This would be beneficial to other agencies looking for examples of successful projects, or to users who wish to see what kinds of submissions were winners of past challenges. Finally, while the site includes a submissions tab where winning submissions can be seen, the site doesn't provide any direct way to see if (or how) the winning solutions are implemented after the challenge is over. Although some agencies are better than others about linking to follow-up information, a more integrated approach would improve the user experience.

Challenge.gov and Libraries

So what does Challenge.gov mean for librarians? Every librarian regardless of library type grapples with ways to connect with users. We all know it's not easy to articulate the work we do with government information in a way that is simple and compelling. Challenge.gov clears some of these hurdles by giving us new ideas

to share with our communities. For example, the National Library of Medicine sponsored a contest that yielded three winning videos showcasing MedlinePlus (nlmvideocontest.challengepost.com), which we as practitioners can use in our own work. Challenge.gov is a useful tool to keep us aware of and engaged with new resources that we can use to support our patrons. It also allows opportunities for us to create content that fits with our libraries mission but that may also be shared with a wider audience. For example, the first runner-up in the MedlinePlus challenge was submitted by a librarian, Brian Bunnett of Indiana State University Library. The challenges and contests are also a great way to reach out to local businesses, charitable organizations, school teachers, and academic departments to show them avenues for using their creativity and innovation to contribute to solving a problem and have fun competing for prizes. Finally, it's helpful to see how specific agencies frame their issues or problem statements. It's evident the agencies put a lot of thought into how they describe the work they do and the solutions they are looking for. Seeing what agencies are doing, and how they are asking for the public's help can even give us ideas for how to sponsor contests for creative solutions in our libraries.

Conclusion

We have all seen examples of federal agency marketing campaigns that fall short of connecting with their intended audience, or software that is hard for the average person to use effectively. However, this may start to change now that US government agencies can use Challenge.gov to collect creative ideas and solutions from all over the world. The hope is that the competitive format will encourage people to use their skills and creativity to solve problems that will make the world a better place, or at least make government a bit more cost effective. We can bring this spirit of innovation and competition to our libraries by advertising challenges that are a fit with our users or community, and providing workshops and materials for creating videos or preparing artwork for submission. Challenge.gov provides an avenue to encourage creativity, entrepreneurship, and develop knowledge of government agencies, in a fun and potentially lucrative environment.

Spread the Word

Fostering Community Collaborations Using a Job Search/Résumé Writing Series

Melanie Blau-McDonald

Déjà Vu is a Good Thing

Outreach is a process that takes time and repetition. Your customers have to get to know your program offerings—that they can trust you to give them good information. Developing community collaborations takes time and involves trust, too. I'm proposing that you make some programs regular events, either at your library or out in the community. Specifically, creating programming that helps people find a job or a better job in partnership with appropriate community organizations is a win-win. The event will get better because you'll learn and improve each time you do the program. At the same time you'll be building community partnerships, which are critical to making sure that what you're providing is responsive to your community. Each time you'll review what you did last time and update your information. Websites are changing all the time and federal websites are no exception. Providing the latest information is a valuable service in and of itself.

Time for an Upgrade

The economy is improving and many people are turning their thoughts to looking for a better job. It may be one that pays more, is closer to home, has benefits, matches skill sets, or is a better fit for any number of other reasons. If you're working in an academic library, this is the perfect time of year to offer job searching sessions for students. If you have a career center on campus, why not find out more about they offer and then put together a complementary program. For example, they may not have time to offer detailed résumé building workshops or research sessions for best keywords to use for a specific industry. If you're in a public library or special library, any time of year may work for this program. But please consider offering it at least annually. The job search has changed so much over the last ten years that many people need help to navigate this new world. Another approach would be to offer targeted job search programs for veterans, youth, those returning to the workforce after an absence, or career changers. All of these groups are addressed by a federal government website, so you don't have to go it alone. And if you can partner up with community organizations that have the same service target, you'll increase participation and benefit to all involved.

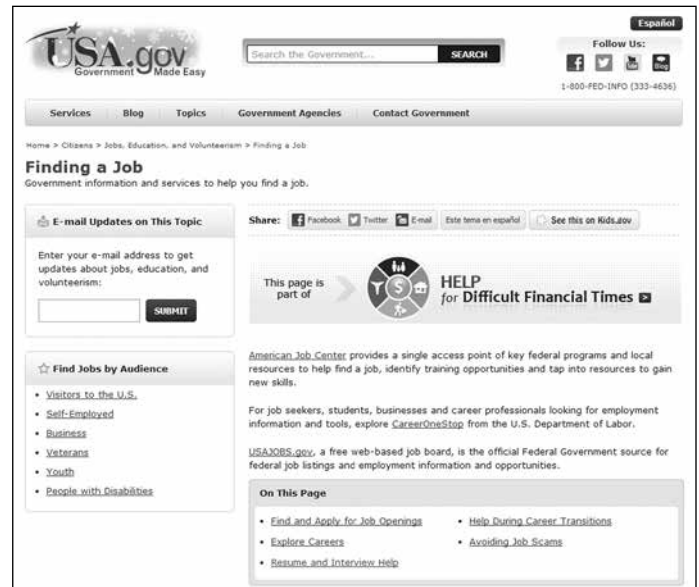


Figure 1. Find a Job

Finding a (Better) Job

As we've seen in prior "Spread the Word" articles, USA.gov knits together resources from relevant federal agencies to provide information on any single topic. That work has been done for you. Let's start at USA.gov and, using the search box type in "finding better job." The first result leads us to the "Finding a Job" landing page pictured in Figure 1 (tiny.cc/drm28w). From this page you can structure your offerings. For example, if you're working with students or people who are returning to the job market, you may want to start with "Avoiding Job Scams" then follow-up with "Résumé and Interview Help." If you're working with people who have been in the market but are ready to take that next step, you may want to start with the "Help During Career Transitions" (further down the page and not part of the image).

Form a Partnership

A good next step is to select CareerOneStop (www.careeronestop.org). Here you'll find sections organized by the following 6 topics:

- Explore Careers
- Education & Training
- Résumés & Interviews
- Salary & Benefits
- Job Search
- People & Places to Help

If you've partnered with a career center, they may have covered creating a job search plan but may not want to get into the

<u>Plan Your Job Search</u>	<u>Networking</u>	<u>Find Jobs</u>
Research employers	Form a network	Search for jobs
Online job search	Informational interviews	Military options
What's in demand?	Online networking	Job fairs
<u>Resumes and More</u>	<u>Interview and Negotiate</u>	<u>Special Tips</u>
Write a resume	Interview tips	For veterans
Cover letters	Negotiate your salary	For older workers
Online portfolios	Your online image	For laid-off workers

Figure 2. Job Search Topics.

details of résumé writing. Or, they may do a great job with the writing but not cover networking, which is a critical component to a job search plan. It's not easy or pleasant to look for a job, even if you've already got one. Find out what's available already to your customers and then fill in what's needed. If you want to see a list of possible topics, a good example is found on the Job Search page seen in Figure 2 (tiny.cc/4hn28w). This shows the expanded version of the six topics listed above.

The Foundation

In any job search beyond a basic labor job, it's important to have a great résumé, know how to write a great cover letter, and how to write a thank you note. CareerOneStop will help us to build that foundation step-by-step. When you select "Résumé Guide" (tiny.cc/oon28w) you're at the beginning of the laddering process. Everything is in one place, from answering the basics of "Why You Need a Great Résumé" to "Make the Most of the Internet," which includes a brief but important discussion about having an online presence.

Think Strategically

In "Top Résumé Strategies" (tiny.cc/vun28w), they don't just give you the standard information of identifying your transferable skills. The concept of personal branding is introduced first, which is critically important in the job market today. In "Sell Yourself and Your Brand" (tiny.cc/p1n28w), they explain the concept in plain language, which you can see in Figure 3. Further, they give an example derived from a résumé so you can begin to think about the link between your résumé and your brand. Personal branding is not magic, it takes time and thought, but developing a personal brand will hopefully lead to a job that fits what a person really wants to do.

Do Your Research

The section "Do Your Research" (tiny.cc/l7n28w) is music to a librarian's ears. And truthfully, in order to create a great résumé or LinkedIn page, you need to do research to discover how to "match your goals and qualifications to employers' needs" (see Figure 3). To

Sell Yourself and Your Brand

You choose brands all the time—when you're buying food, clothes, and other products. Today, career experts recommend that you think of yourself as a brand:

- In a tough job market, you need to stand out. Knowing how you're different from other job seekers and the value you bring to the employer helps you do this.
- Employers are short on time and attention. You must communicate who you are and what you offer quickly and concisely. And you should only offer information that's relevant.
- With so many marketing options, you need to be consistent. Your resume, LinkedIn profile, and other marketing documents should send a consistent message.
- Most work today is project-based. Project teams are often brought together quickly. To be considered, you need to know precisely what you bring to the table.

So what, exactly, is your brand? Your brand is simply how you want to be seen by others in the marketplace, and, ultimately, how others see you.

See an example: In this [resume](#), Beth promotes herself as "highly motivated" and "tech-savvy." She backs this up by listing relevant skills, such as SharePoint and Microsoft Project, and also including a testimonial from her company's CEO. Her brand? A dynamic, highly motivated project coordinator who's ready to "hit the ground running!"

Next, learn how to [identify transferable skills](#).

Figure 3. Your Brand

find the right words to bring you the attention you want from an online search, you'll need to do research and check out the results for the words you want to use. We know that specific words used in a search make a difference in the results. Writing a résumé is the same, and teaching this research skill to job seekers will be a tremendous boon for them.

Writing Your Résumé

If you are at an academic library, here is where you may want to involve some graduate students who work in the writing lab on campus, or develop an ongoing partnership with your Career Center. If you're at a public library or special library, you may want to invite local professionals in this area. It would be a good way for them to expand their networks too. Even if you do the entire program yourself, the "Résumé Guide", shown in in Figure 4 (tiny.cc/3co28w), gives you plenty to go on. Each of the underlined sections is a link to more detailed information. I particularly liked the "Select the Right Résumé Format" section. So many people are still stuck in the timeline two-page résumé format that doesn't serve them. This section explains two basic types of formats complete with illustrations and clear examples of when to use each.

Another Critical Piece, Building an Online Presence

I currently teach a couple of different LinkedIn programs and it's sad to see how many people are not aware of the part that LinkedIn can play in getting to the interview. Even if the potential employer likes what they see on your résumé they will certainly Google you or go straight to LinkedIn. In "Making the Most of the Internet" (tiny.cc/0io28w), there is a list of suggestions for building an online presence. They are all good suggestions, although many people will need help implementing some or all of them. That may lead to other programming you may want to offer. Ask your customers if programs on those topics would be useful to them. To quote CareerOneStop, "So if you're

Writing Your Resume

Once you've completed your [research](#) and settled on a job target, it's time to put your resume together. Since your resume is organized in sections, we start by explaining what these sections are and why they're important.

- **Understand the basic elements.** A resume consists of several sections, each of which delivers essential information to your readers.
- **Select the right resume format.** Depending on your background or goals, you'll want to emphasize some things and de-emphasize others.
- **Write a first draft.** Assemble the basic sections of your resume, highlighting your skills, accomplishments, and other aspects of your brand.
- **Edit and proofread.** Your first draft should be just that—a first draft. Take the time to edit so it's complete and clear. Then proofread carefully!
- **Design for easy reading.** You don't need anything elaborate. But you do need a resume that's attractive and easy to scan for information.

As you put together your resume, it's always helpful to look at what others have done. For ideas and inspiration, see our [walk-through sample](#) and other [sample resumes](#).

Figure 4. Writing your Resume. .

not online, you're largely invisible..." At the very least try to help your customers look as if they understand current business practice.

Cover Letters

Just as in previous examples, the "Cover Letter" section (tiny.cc/ano28w) is broken down into its component parts and additional tips are shared both for each part and for the whole. For example, we're told in the body to "sell yourself." Reveal why you are the perfect and unique match for the position. Explain why you have chosen the employer." In an overall tip we're told to "Be confident, positive, and focused." Recently, when we were hiring here at SWON Libraries, the process was made so much simpler by applicants who followed these guidelines. A cover letter that makes it clear that the applicant has done some research about my organization stands out.

The All Important "Thank You"

On the other hand, an applicant who doesn't send a thank-you of some type (a call, an e-mail, a note) looks as if they're not that in to me or the job I'm offering. CareerOneStop helps you write those too. From "Who gets a thank-you note?" to "What should I include in my thank-you note?" CareerOneStop has you covered, see Figure 5 (tiny.cc/yto28w).

Saying "thank you" is not only the right thing to do, it is also an effective job search strategy. A thank-you note is another opportunity to sell your qualifications and leave a positive impression on the reader.

Who gets a thank-you note?

Employers, employment contacts, and references should receive a thank-you note whenever they have helped you. You should always send a thank-you note after each job interview.

You should also send a thank-you note after an informational interview, when someone gives you a referral or information, or whenever someone takes time out of his or her schedule for you.

Figure 5. Thank You Notes.

We Don't Control the World

You can't guarantee anyone a job from your offerings. What you can do is help people put their best selves forward using current best business practices. CareerOneStop from USA.gov, helps you do just that. And if you use this topic to create or strengthen community collaboration, you're on a positive path.

Melanie Blau-McDonald, Executive Director, SWON Libraries, melanie@swonlibraries.org.

International Documents

Latin American and Caribbean Government Presence Online

Jane Canfield

Research into Latin American and Caribbean government online presence is a journey of pleasant surprise and significant frustration. The *CIA World Factbook* lists thirty-three countries in Central American and the Caribbean and fifteen countries in South America.¹ Of the thirty-three Central American and Caribbean countries, twenty-three have websites listed on the Politics Resources webpage, which maintains a list of official government websites (www.politicsresources.net). Of the fifteen South American countries, thirteen have websites listed with Politics Resources. An internet search located official government websites for seven of the ten remaining Central American and Caribbean countries, tourism sites for two of the countries, and the final country is the uninhabited island of Navassa, a territory of the United States. For the two remaining South American countries, an Internet search produced one official website and a tourism site for the other country.

The Latin American and Caribbean countries currently have a surprisingly strong Internet presence. The frustration occurs over a number of broken links, countries that have several sites dedicated to only certain areas of the government, and sites which are directed toward tourism or showcasing the activities of one member of the government.

Table 1 (Comparison of online government presence of selected Latin American and Caribbean countries) presents seven countries (selected by the author) which represent a variety of characteristics of the Latin American and Caribbean countries from poor to relatively wealthy, small to large geographically, and a variety of forms of government. The countries included in table 1 are: Barbados, the Dominican Republic, Jamaica, Puerto Rico, Brazil, Ecuador, and Mexico. Table 1 indicates whether each country's website includes access to branches of government, agencies, census data, culture, economic and business data, education, e-government services, health, and contact information for government officials and offices.

Each of the countries provides basic access to branches of government and specific agencies, culture, economic and business data, education, health, and some form of contact information for government officials and offices. The countries differ on inclusion of census data and provision of e-government

services. Jamaica, Puerto Rico, Brazil, and Mexico provide some amount of census data. Barbados, Jamaica, Puerto Rico, Brazil, and Mexico provide some form of e-government services.

E-government services require sufficient funding, citizen ability to access the services online, technological capability, and a certain level of government transparency and security for individual citizens using the services.² These requirements help to explain why not all of the countries in Table 1 provide e-government services and why among those that do, Puerto Rico and Brazil provide more services with fewer technical problems. Attempts to access e-government services through the websites were not perfect for all countries, with broken links and technical problems.

In addition to the common features of each government website, there were features unique to each country. Barbados features a tab for "Visit Barbados" with an emphasis on tourism. Brazil has five separate websites for different areas of government and also includes multiple links to social media, including YouTube, LinkedIn, Foursquare, Twitter, and Flickr. Ecuador has four separate websites emphasizing the presidency, the national assembly, and the court system, without providing serious content in areas such as health and education. Ecuador does provide a link to its existing law on government transparency. Jamaica offers significant links to radio, television, and Internet, and includes the ministry of national security as one of its four major separate internet sites.

The Dominican Republic website features information on tourism and links to videos and photos of government events as well as a few links to social media such as Facebook and Twitter. The government transparency tab of the Dominican Republic indicates that the area is under construction.

Puerto Rico provides the most complete website of the Caribbean countries, probably because of its connection to the United States and a better socioeconomic position relative to other Caribbean countries. Two interesting areas included in Puerto Rico's government website are the Institute of Puerto Rican Statistics, which offers local statistics and census data from the United States, and a link to geographical information system (GIS) capability (www.gis.pr.gov).

Mexico has a significant web presence with six different sites, one of which was broken when access was attempted. Mexico provides a government blog for its citizens, information on government transparency, and a link to a beta website (www.gob.mx) which upon completion and adoption will combine the existing sites into one meta-government site.

This diversity of information in content, agencies of government, style of website, emphasis on various areas of government and level of accessibility, permanently archived information,

and variety of e-government services illustrate similar concerns for government Internet presence of Latin America and the Caribbean that US government document librarians have for US government information. Of particular concern is the changing nature of government agencies and how government information will be permanently preserved.³ For poorer and developing countries, lack of internet access for many citizens is of concern in the provision of e-government services and online information.⁴ Despite these concerns, the presence of websites for thirty-two of the thirty-three countries listed as Central American and Caribbean by the CIA World Factbook and fourteen of the fifteen South American countries, and the growing e-government services offered by some countries are cause for optimism.

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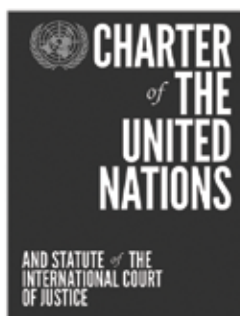
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Save the Date

The 2014 GODORT Reception and Awards Ceremony will be held Sunday evening, June 29th at the Lied Library on the campus of the University of Nevada Las Vegas (UNLV) from 6:30-8:00PM. The event will be held in the Goldfield Room.

The GODORT Conference Committee is looking forward to welcoming attendees at this great venue. The Ceremony is a terrific way to honor award recipients and network with colleagues. Further information on directions and transportations, and the award winners will be available soon.



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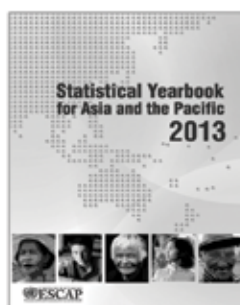
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Price: \$130.00 ISBN: 9789210613361



INDUSTRIAL COMMODITY STATISTICS YEARBOOK 2009: PHYSICAL QUANTITY DATA (VOL. I) AND MONETARY VALUE DATA (VOL. II)

This publication provides statistics on the production of about 600 major industrial commodities. Data were provided for the ten year period of 2000-2009 covering some 200 countries and territories. The commodities have been selected on the basis of their importance in world production and trade. The Yearbook is organised in two volumes, and contains correspondence tables that allow the user to link the information provided to other internationally used product classifications.

Price: \$160.00 ISBN: 9789210613163

What the Heck Is Happening Up North?

Canadian Federal Government Information, Circa 2014

Amanda Wakaruk

It has been a confusing and stressful couple of years for those of us working with Canadian federal government information. Changes to information policies and procedures have impacted the way publications and documents are produced, disseminated, and accessed. The library community's response has, by necessity, been reactive, but renewed federal programs might provide opportunities for partnerships that were not possible in the past.

Background

The Treasury Board of Canada Secretariat (TBS), akin to the Office of Management and Budget in the United States, leads the Government of Canada (GC) information management strategy. This includes the development of policies and directives, standards, guidelines, and tools that inform departmental policy implementation.

Library and Archives Canada (LAC) is responsible for acquiring, preserving, and providing access to the documentary heritage of Canada, as established by the Library and Archives of Canada Act.¹ The Depository Services Program of Canada (DSP) is administered by Public Works and Government Services Canada (PWGSC) and provides a central distribution source for published Canadian government information. The DSP is informed by the *Communications Policy of Canada*.² Both organizations collect and provide access to Canadian government information.

Poorly Implemented Policy

In the late 1990s, the TBS began implementing a precursor to the “Common Look and Feel” protocol (CLF) in order to harmonize the look of government websites and improve accessibility standards, making it easier for people (both sighted and visually impaired) to navigate GC web content.³ Unfortunately, not all departments dedicated the resources necessary to make this change and/or adapt existing content to be in compliance with the new standard. Despite requests from LAC and DSP staff to capture web content before removal, much was lost as departments made under-funded attempts to bring their sites into compliance.

A government audit in 2007 showed that all tested websites failed basic priorities for compliance and that roughly half suffered from serious violations.⁴ This was highlighted in a 2010 Federal Court judgment that found the noncompliance to be an infringement of subsection 15(1) of the *Canadian Charter of Rights and Freedoms*. The Court declared that the government had a constitutional obligation to bring its websites into compliance with the *Charter* within 15 months.⁵ Since the declaration did not apply to digital governmental historical and/or archived information stored in a database—information that was to be provided in an accessible format upon request—an incalculable number of PDFs and multiple databases were removed from public web access when the CLF Protocol 2.0 was launched in 2008.⁶

One of the more well-documented losses was online access to the Human Resources and Development Canada library catalogue,⁷ but no registry of removed content exists. This left many librarians pondering the question; how can you ask for something that you do not know existed? Years later, in August 2013, the Natural Resources Canada Library announced a temporary loss of access to their library catalogue due to web protocol implementation.⁸ Access to this catalogue had not been restored at the time of writing (January 2014).

So where was the information safety net of the GC when content was lost in 2008? Well, LAC stopped web harvesting programs in late 2007 and was acquiring electronic government publications via the DSP⁹. The DSP, informed by TBS policies and procedures, only collected select PDFs since it did not have the resources to ensure deposit compliance by departments. In fact, the departmental compliance rate had been an issue of concern since the DSP's inception in 1927.¹⁰ Electronic publications exacerbated the problem because many departments were publishing PDFs without an ISBN or GC catalogue number. Thus, there was no systematic way for the DSP or LAC to identify everything that was being published in electronic formats.

The resulting disillusionment with the GC's lack of action to provide comprehensive and systematic access to government publications was so acute that even seemingly positive policy changes were questioned. In late 2010, the Crown Copyright Licensing Program (CCL) announced that (with some exceptions) the non-commercial reproduction and use of GC publications and web content no longer required written consent. Instead of heralding this long-awaited improvement (already enjoyed by most other democratic countries)¹¹, some government employees suggested that this was the GC's way of downsizing the PWGSC, a body responsible for fielding Crown Copyright requests. Indeed, the central CCL function of applying for use clearance was eliminated as part of 2012 budget cuts and is now handled by individual departments.

Another change in late 2010 was the cessation of the distribution of parliamentary committee documents; units responsible for their publication stopped providing print copies to the DSP. A number of librarians were concerned about the preservation implications of having to rely on electronic copies for parliamentary documents, but repeated requests for information about digital preservation procedures (via the Depository Libraries listserv, INFODEP) were left unanswered.

It was in this context of doubt and frustration, then, that the library community received an announcement from the GC in 2011 about the launch of *Canada's Action Plan on Open Government*. The *Plan* focused on access to data sets, and improvements in this area have been made. While access to

publications and documents are clearly secondary to the *Plan*, it includes the development of a Virtual Library that was supposed to act as a repository and access point for electronic government publications.¹² In April 2012, a *Commitment* to the Virtual Library was posted on the *Open Government Partnership* website.¹³ Later that year, Rumors began circulating about the project being put on "permanent hold" and a TBS representative confirmed in August 2013 that there are no timelines associated with the implementation of the Virtual Library and also that it will not, as previously stated, act as a repository. Rather, the Virtual Library will be a portal to current publications with individual departments responsible for the publication lifecycle workflows.¹⁴

Rumors of the downsizing of the federal departmental library system were also circulating as early as 2010. At a session of the Canadian Library Association (CLA) annual conference in Edmonton, a senior manager at LAC mentioned the *ADM Task Force on the Future of the Federal Library Service*. During that session I noted the important referral service this library system provides to academic librarians, as well as the public at large, and inquired about when and where the library community might have an opportunity to provide input to the Task Force. We were told that public forums would be held but, to the best of my knowledge, only government and corporate libraries were identified as stakeholders and solicited for feedback.¹⁵

Clearly, Rumors are not a reliable way to obtain information about our professional duties. Unfortunately, very little information was being shared in any other way. Frustrated government employees were leaking information to people they thought might be in a safer position to voice concerns and act as advocates. For example, in early November 2012 the President of TBS informed Deputy Ministers about a *Web Renewal Action Plan* that would see the consolidation of over 1500 GC websites into a single site by 2015. Government information librarians learned of this plan via "leaks" and relied on the British Columbia Freedom of Information and Privacy Association to use Freedom of Information legislation to obtain documents about the plan. These documents were not obtained until March 2013, as the request was delayed and a \$2,200 fee levied before their release.¹⁶

Budget Cuts for the Boom Times

Why would federal government librarians be worried about communicating with outside stakeholders? The GC's *Deficit Reduction Action Plan*¹⁷ radically reduced the capacity of the departmental and national library system and, to be blunt, staff were frightened of losing their jobs. In addition to staff reductions

of more than 70 percent at the national science library (CISTI) a few years earlier, LAC experienced a 20 percent reduction of staff—with digitization and circulation staff cut by 50 percent. In addition, based on this summary of departmental library closures provided by the CLA, at least thirty more departmental libraries were closed over twelve months:

Canada Revenue Agency will consolidate 9 libraries into one. The Public Service Commission library is closed. The Citizenship and Immigration Canada library will close by 31 March 2013. Parks Canada will consolidate 5 regional libraries into one. Fisheries and Oceans Canada will consolidate its library services into two principal and two subsidiary locations, and will close seven libraries. Human Resources and Skills Development Canada will close its two libraries as of 31 March 2013. Natural Resources Canada will close six of its 14 libraries by 31 March 2013, with one more to close in 2014. The Transportation Safety Board will significantly reduce, and potentially close, its library. Public Works and Government Services Canada closed its library on 31 May 2012. Transport Canada will close its library by 31 March 2013.¹⁸

Not only did policymakers lose access to important (and often rare) print resources, both government employees and the public alike lost access to a rich trove of human capital and knowledge. At one point during this process, I called our local Canada Revenue Agency (CRA) library for assistance in tracking down a publication that had been published and disseminated by CRA years before; wasn't available online; and was not in LAC's collection. I was referred to the Canadian Tax Foundation, an independent research organization, and told that the CRA libraries no longer served the public.

The DSP announced its response to the Deficit Reduction Action Plan in April of 2012, informing its community of users that, as of April 2014, they would no longer produce, print, or warehouse hard copies of publications.¹⁹ This was particularly worrisome because, again, there was no digital preservation strategy in place and LAC was not in a position to provide support in this area. In addition, the distribution of parliamentary publications stopped in September 2012. Questions from multiple librarians via the INFODEP listserv about opportunities to purchase print copies of the *Debates of Canada* and Committee documents went unanswered.

It is interesting to note that at the same time as the digitization unit at LAC was halved, and hopes of achieving Trusted

Digital Repository status seemingly abandoned, the Librarian and Archivist of Canada Daniel Caron claimed that, "optimal access is one of the driving forces behind our modernization process" with digitization and access to digital objects replacing traditional interlibrary loan services.²⁰ Caron resigned from his position in May 2013 but the budget cuts implemented during his watch will cast a long shadow on the staff and services of LAC.²¹

Perhaps appropriately, the CLA 2012 conference was held in Ottawa, Ontario, the nation's capital. The CLA Access to Information Interest Group (since renamed the CLA Government Information Network or CLA GIN) meeting that year was well attended, despite a 7:30 a.m. start time. Managers, as well as rank and file practitioners, from various capital region libraries sat around a lively, sometimes loud table as we explored and commiserated over the issues of the day. After a short presentation on the possibility of using the LOCKSS Program as an option for preserving digital government information, I asked if anyone present knew of any comprehensive digital preservation plan within the GC. The room was silent.

Off the record, many government employees encouraged the academic librarians in the room to move forward with the LOCKSS project. The stress and tension for government employees during this period was extreme and those of us reliant upon but outside the system felt the pressure to act as advocates. Since few, if any, of us had played this role before it was a bewildering and confusing period. The LOCKSS project considered at the CLA GIN meeting eventually came to be called the Canadian Government Information Private LOCKSS Network (CGI-PLN).²²

The rationale behind federal Canadian budget cuts—when Canada has enjoyed one the strongest economies of any developed nation in the past five years—has been one of the more difficult things to explain to educated colleagues at international professional conferences.

Responding to Uncertainty

January 2013 was perhaps the darkest month of this story for Canadian government information librarians. A group of us were working closely with LOCKSS program staff and former DSP Manager Gay Lepkey to move the DSP's e-archives onto LOCKSS boxes held at member institutions across the country. Instead of being able to focus on the task at hand, however, we were responding to Rumors that the DSP itself might be closing and fielding calls from media about web content losses tied to the then-mysterious *Web Renewal Action Plan*. This plan, we were told, would remove up to 60 percent of web content

before July 31, 2013.²³ At the time, of course, we had no official documents or communication confirming or denying these claims. What we were told, directly, was that Statistics Canada was planning to remove publications less than two to three years old from their website. In addition, we were seeing web content disappear on an almost daily basis.

Parks Canada removed hundreds of lesson plans from its website; the Aboriginal Portal of Canada was closed with two weeks' notice; access to tables of 1665-1871 Census statistics disappeared with the decommissioning of E-Stat. We also started to notice serious lapses in content on once trusted websites (e.g., ministerial speeches were no longer being added to departmental websites). To make matters worse, we were learning about restricted access to publications that used to be freely available online. For example, in order to access dozens of reports on the Health Canada website, you now have to fill in and submit a form before the PDF document will be sent via e-mail. Because this requires the use of an identifying e-mail address, some suggested that it was in violation of Section 4 of the Privacy Act.²⁴ Furthermore, when a library staff member attempted to order multiple titles using these forms, she was informed that they would not be provided until she explained how she intended to use them.

Thus, the information we had at ALA Midwinter 2013 was not encouraging: no LAC web harvesting, no comprehensive federal digital preservation strategy, Rumors about the consolidation of websites and removal of web content, and Rumors about the closure of the DSP. In addition, we were told that the deadline for downsizing Canadian government websites was only a few short months away and being pointed to the criteria that would be used to determine what was to be removed: ROT. ROT is an abbreviation of "Redundant, Outdated, or Trivial" web content.²⁵ In most cases, subjective decisions about which web content was ROT(ten) were being made by program managers, not librarians or others concerned with issues of stewardship. In addition, there was no information about the procedures for "offline archiving" or later access to this content.

Moving Forward

In March 2013 the Internet Archive ran a relatively comprehensive crawl of the GC web domain, available via the Wayback Machine. This crawl is now being used by librarians and journalists to document further losses of content from GC websites^[26]. The government information community in Canada has benefited from the support of our GODORT colleagues, the Internet Archive's willingness to crawl the GC web domain, and also the media response to LAC and the government information situation in general.

CGI-PLN members have started harvesting web content using institutional Archive-IT accounts.²⁷ Pending support of the CGI-PLN Steering Committee, this content could be added to members' LOCKSS boxes. In addition, a senior manager at LAC announced the launch of a new web harvesting program at the July 5, 2013, director's meeting of the Association of Parliamentary Libraries in Canada. While details of this plan have not been announced, the use of a LAC Archive-IT account was suggested, which would render files compatible with ingest into the CGI-PLN LOCKSS boxes. In September 2013, we learned that the content harvested by the LAC Archive-IT account would not be made immediately available to the public, although public access is the long-term plan.

The CLA has been informed of and is monitoring the events described above. They have filed submissions as part of the federal budget process and conducted a survey on the impact of federal budget cuts on Canada's libraries. These activities are nicely summarized in a new periodical, the *National Voice*^[28]. In addition, the CLA GIN is attempting to document and monitor web content losses via a submission form on their blog.²⁹

On June 1, 2013 the TBS's *Procedures for Publishing*³⁰ replaced the *Procedures for the Depository Services Program and Central Publishing Database*. These procedures support the *Communications Policy of the Government of Canada*.³¹ The *Procedures* confirm the continuation of the DSP, stating that departments must maintain an index of published works and provide copies of listed publications to the DSP. While the creation of these indexes is an improvement, language around the DSP's role in deposit compliance remains essentially unchanged. Also, as before, some federal agencies are exempt from the DSP's collection mandate. While this and compliance issues in general are not new, it is worth noting that even DSP employees are unsure of the scope of agency exclusions, which read as follows:

2.1 These procedures apply to all departments listed in Schedules I, I.1 and II of the Financial Administration Act, unless excluded by specific acts, regulations or orders in council.

In order to identify excluded agencies, then, one would have to sift through and monitor acts, regulations, and orders in council. Thus, a true auditing of compliance remains an issue. In fact, compliance issues are at least threefold in nature.

First, the *Procedures* clearly state that monitoring and reporting responsibilities are shared between departmental Heads of Communications and staff at the PWGSC/DSP and LAC. However, heads of communications (or their designates) are also responsible for approving all communications products (which includes publications). Thus, the very people who decide

what should be published are also responsible for reporting on whether or not they were in compliance with sending those publications to the DSP and/or LAC.

Second, the PWGSC/DSP and LAC are responsible for measuring compliance, but the main tool for doing so would be the indexes of publications, which are created by the heads of communications. In addition, it should be noted that “publications,” as defined in the *Procedures*, are a relatively narrow subset of “communications products” with the former excluding “promotional or short-lived items, such as calendars, news releases, advertising, backgrounders, forms and presentation decks.” In addition, “Publications do not include HTML webpages.” Thus, these items will not be subject to indexing and distribution to the DSP and/or LAC.

And finally, the penalties for noncompliance are vague and give the TBS final determination as to what consequences are “appropriate and acceptable in the circumstances.”

Conclusion

The path to digital publishing, dissemination, and access at the GC has taken some interesting turns over the past few years with encouragement coming from the construction of new partnerships like the nascent CGI-PLN and the continuation of the DSP’s Library Advisory Committee. While much web content and born digital publications have been lost, we are hopeful that renewed web archiving programs at LAC and Statistics Canada’s willingness to reinstate some publications on their website will set the stage for the future.³²

The TBS *Procedures for Publishing* will be reviewed in 2018. In the past, the DSP’s Library Advisory Committee was an important vehicle for discussing issues of compliance and bibliographic control. While this Committee is no longer able to meet in person due to budget cuts, its continuation in a virtual realm could provide the forum necessary to assess the effectiveness of the new *Procedures*. Given the joint compliance responsibilities set out in the *Procedures*, however, a joint DSP-LAC Library Advisory Committee would seem to be a logical progression of this group.

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Further Reading

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Promoting Electronic Government Documents

Part Three: Service

Scott Casper

In the first two articles of this series, I have addressed issues related to government documents moving to electronic or electronic-only at an ever-increasing rate. What is a librarian to do when the government documents are no longer physical books in hand to use in their own promotion? This is the question I asked myself after having the pleasure and honor of being asked to speak about promoting electronic government documents at the University of Illinois at Springfield's 2012 conference, *On The Front Lines: Engaging Our Communities*.

Let's review the Depository Library Council's seven starting goals "for the library community and government information providers" from 2006:

1. Respond to or anticipate US citizens' need for government information when and where it is needed by providing multiple access points to a network of experts.
2. Provide access to information in appropriate formats.
3. Ensure continuing access to digitally available government information.
4. Provide excellent training to deepen and expand knowledge of government information resources.
5. Provide high quality descriptive tools for access to all FDLP publications, portals, and information products.
6. Enhance collaboration or coordination of effort among federal depository libraries, nondepository libraries, the GPO, agencies, and cultural memory organizations that deal with Internet resources.
7. Expand awareness of both the FDLP and government information generally via excellent public relations and marketing.¹

While before we looked at marketing, in this article we will look at how these starting goals are being met in terms of service. Going hand and hand with marketing is having services worthy of marketing. Directing to or connecting with other services might not be enough. Sometimes, as they say, you just have to get your own hands dirty. But where to focus one's efforts? Luckily, a large segment of every government documents librarian's patrons come to them for only one thing all year—tax forms.

The importance of tax forms cannot be stressed enough; just about everyone needs them. If one wished to hook people on government documents, tax forms would be their gateway drug. The simplest tax-related service is just to make the paper copy available, either by a manned desk for answering tax-related questions or right at the front of the library for easy grabbing. There is also the matter of making online tax forms available. Links to the IRS and state revenue department should be on every library's website—if not on the front page of the website during tax season. But these are still just variations of direction and interconnection. For something more elaborate, consider VITA.

VITA is the IRS's Volunteer Income Tax Assistance program. Its sister program is TCE, or Tax Counseling for the Elderly—but really, since VITA offers tax help to anyone who makes \$50,000 or less a year, many senior patrons usually qualify for both. Poplar Creek Public Library—and this is where I finally get to talk about my home library—has been offering VITA at least fifteen years now. It used to be that the testing for VITA was all done at the library and an IRS agent had to come each week to supervise. Now the testing is all done online. The IRS agent comes only once to talk to the coordinator—the volunteer who will serve as

the contact person for the IRS—to ensure everything is set up correctly. All VITA volunteers take the online test at their own pace until they pass. Poplar Creek Public Library has always had at least one staff person taking the tests, one library board member, and all the rest being volunteers from the community. The level of participation has varied, but there has been a year without any volunteers from outside the library.

Yes, VITA is time-consuming, dependent on volunteers, and the testing is difficult. VITA is also both a free service and a great promotion for the library. People who have had their taxes done by the department head of government documents at this library have called and asked for her year after her and raved about what a great person she is. This librarian has never—*never*—been given positive feedback this good after handing out a bicycle trail map or finding a citation in the *Federal Register*. So this is a promotion of government documents that is also a great promotion for the library, as well as being one that is increasingly electronic.

VITA seems to be everywhere, or at least it seems so for this author, checking the IRS's free tax prep help locator.² Now, granted, this author calls Chicagoland home, so thirty-five locations for VITA within twenty-five miles of *here* will likely not mirror the results others would find in more rural areas. Still, they are results worth checking. Anyone's results that are seventeen or less—if they are half of the results for this area—then that community needs VITA at least twice as much as this one does.

Reference work is the oldest service of the government documents librarian, so it is only natural that some government documents librarians would be drawn to the newer version, chat-based reference. Many variations of "Ask a Librarian" have cropped up, including statewide cooperatives that share e-mail and chat-based reference duties. Much rarer is a subject specialty cooperative, such as GIO, or Government Information Online virtual reference service. Since 2004, sixty-one libraries have participated in GIO (currently twenty-four). "Each of the participants provides resources and personnel to answer the questions. The project's current phase and overall management is handled through the Committee on Institutional Cooperation and the University of Illinois at Chicago (UIC). The project also benefits from a formal partnership between UIC and the U.S. GPO to explore how federal depository library reference services could be extended through the World Wide Web."³ Comparing this, a government documents-only online reference service, with an online reference service that uses government documents as a subject field (such as University of Illinois at Champaign-Urbana's University Library's Ask a Librarian service) is still like comparing apples to oranges, according to GIO Coordinator, John Schuler.⁴

How do these services respond to the seven starting goals?

It does not take much anticipation to know that patrons need tax assistance. Providing "multiple access points to a network of experts" is, at the minimum, accomplished by giving out the IRS's tax help phone number or referring them to the nearest VITA volunteers. Providing this help in-house builds good will for the library. More could still be done, such as coordinating efforts between all local VITA volunteers to make sure they have optimized what time they are available for appointments.

The first goal, is also furthered by chat-based, government documents-focused reference, in terms of response time to patrons' needs, though no more than phone-based reference does. Chat reference does more to further the second goal, "Provide access to information in appropriate formats," as the librarian has the ability to share sources directly through links in chat, sources that can only be described over the phone.

The second goal is a serious consideration for tax forms as well. While tax forms certainly respond to local users' needs, the more important emphasis might be on the "when and where it is needed." Each library evaluates the needs of their local users and prioritizes their services to these uses. Will the users benefit more from having tax form preparation help in-house? Or will local users be more likely to use government documents remotely from their homes or dorm rooms?

One could make a case that VITA aids with the fourth goal in terms of "training." While not broad in its coverage, the VITA training certainly bestows information useful for assisting patrons.

Joining an e-reference consortium for chat-based reference contributes to the sixth goal, "enhance collaboration or coordination of effort among federal depository libraries." Further, introducing new services "expands awareness of both the Federal Depository Library Program and government information generally" (the seventh goal) by attracting new users or improving the experience of present users.

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Review

Ringsmuth, Katherine. *Tunnel Vision: The Life of a Copper Prospector in the Nizina River Country*. Washington, DC: National Park Service, 2012.

Optional metadata: Book xxviii, 119 p. : ill. (some col.), col. maps, photos ; 28 cm.

Reality shows like *Gold Rush* on the Discovery Channel and National Geographic's *Ultimate Survival Alaska* are in vogue. They feature self-reliant characters, extreme conditions, and beautiful Alaskan vistas. Katherine Ringsmuth's *Tunnel Vision* taps into this same vein—namely, our collective admiration of tenacity and rugged individualism; the desire to beat the odds or strike it rich; and our fascination with the fiftieth state.

Tunnel Vision is a biography of one prospector, Martin Radovan, which Ringsmuth uses to tell the larger story of copper mining in Alaska and explain copper's role in industrialization. Radovan was born in Croatia and came to the United States in 1900. After working a series of odd jobs in the lower 48 states, he made his way to Alaska. He began

prospecting during the Progressive Era copper boom. As a prospector, Radovan was innovative and dedicated but not very successful. He was also extremely stubborn. He continued to mine *decades* after other prospectors stopped working their claims. Radovan's "tunnel vision" was his unrelenting obsession with copper and desire to become wealthy.

Ringsmuth also weaves into the book a secondary narrative about Radovan's wife, Augusta. Through Augusta's life, the author presents a cursory overview of the experiences of women in the mining communities of southeastern Alaska. Importantly, Ringsmuth also shows that prospecting was never truly a solitary or isolated endeavor. The couple was connected to a local community, purchased goods, and depended upon "transportation, communication, and distant markets...." [38]

Much of the research in this publication was conducted by the National Park Service (NPS). Before closing the mines in the Nizina Mining District, the NPS conducted a required assessment to determine what, if any, properties were historically and culturally significant. The researchers found extant cabins, trails,

and artifacts built or once owned by Radovan. They determined that Radovan was representative of a generation of prospectors in Alaska. Ironically, Ringsmuth often illustrates the uniqueness Radovan instead. More content on the experiences of other twentieth century immigrant prospectors would do much to help the reader determine how "typical" Radovan actually was.

The book's shortcomings are few but it is somewhat repetitive. Although the publication is well researched, the bibliography is sparse. Those wanting to delve more deeply into secondary sources on women in Alaska, the demographics and living conditions of Alaskan prospectors, or the copper mining industry will be disappointed. Nevertheless, *Tunnel Vision* is an interesting and informative book with many useful photographs and illustrations.

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Give to the Rozkuszka Scholarship

The W. David Rozkuszka Scholarship provides financial assistance to an individual who is currently working with government documents in a library and is trying to complete a master's degree in library science. This award, established in 1994, is named after W. David Rozkuszka, former documents librarian at Stanford University. The award winner receives \$3,000.

If you would like to assist in raising the amount of money in the endowment fund, please make your check out to ALA/GODORT. In the memo field please note: Rozkuszka Endowment.

Send your check to GODORT Treasurer: Michael Smith, Geisel Library, UC San Diego, 9500 Gillman Drive #0175-R, La Jolla, CA 92093-0175.

More information about the scholarship and past recipients can be found on the GODORT Awards Committee wiki (wikis.ala.org/godort/index.php/awards).

Summary of GODORT Activities, Midwinter 2014

Steering I: Maggie Farrell reported on the FDLP Task force, asked everyone to answer the survey online, and indicated that groups could also create an official response, which GODORT did through the legislative committee. She invited everyone to the open forum of COL also. An important focus will be to focus on what ALA can do, since ALA does not control GPO, and can only offer assistance to GPO's work. Treasurer Michael Smith reported a net gain in GODORT income of \$6,589. Amanda Wakaruk reported that there are no longer depository libraries in Canada. But the upshot of ALA's involvement from last year is that the CLA and the Canadian Association of Research Libraries are now much more proactive, and this will mean better efforts put forth to retain what government information is left open access. Awards slate was approved. The legislative committee passed around six one-page letters of GODORT's response to the COL/FDLP task force. They will incorporate feedback until Feb. 10th.

Business Meeting: Summaries of activities were reported by task forces and committees. Jill Vassilakos-Long reported that the International Intellectual Freedom Committee might write a position paper on access to free government information. GODORT will write a letter of condolence to Esther Crawford's family, and create a memorial resolution for Esther at Annual. Members were urged to look at the position papers created by the Legislation Committee in response to the FDLP task force report. Maggie Farrell, task force chair and ALA candidate for president, discussed the report with GODORT and answered questions. Rachel Dobson passed out

cards with contact information, asking for input on the website created to get library school students interested in government information. Barbara Miller asked that anyone with a state website up to help librarians with e-government activities, please contact her to get the information in the e-government toolkit. Cass Hartnett reported on the death of a colleague Lily Wai, and Bernadine Hoduski suggested GODORT create a memorial resolution for her at Annual.

Steering II: Nomination Committee slate was approved. Jim Neal, ALA liaison to Executive Board, reported on registration, salaries, and ALA budget, which is in fairly good shape. He was asked if DLC nominations got to Executive Board, and will check to make sure. Two important current legislative issues impacting libraries are rewrite of copyright law and telecommunications law. Columbia University is looking for a new government information librarian. He will check on ALA supporting IFLA delegates.

Bernadine Hoduski, Legislative Chair, asked GODORT to contact publishers such as Marcive, ProQuest, and Readex to form a working group with the idea of finding funding for preservation of tangible and intangible documents. The working group can develop a charge to present at Steering I at Annual. Motion passed.

Sarah Erekson still has bags to sell with GODORT imprint, she has sold about half of the forty-eight bags. Steering discussed the vacancy in IDTF for chair elect. The group will look for someone to fill this position.

Barbara Miller brought a request from

Andrea Morrison, Cataloging Committee Chair, to request the Superintendent of Documents create a five-minute podcast to bring to govdocs classes in library schools, where they tout the importance of government information and congratulate students on picking this important class. Many present suggested a longer presentation. Steering declined to vote support until they had a more concrete description of the podcast proposed, and suggested sending out the idea to govdoc-1. Barbara will report back to Andrea and ask her to submit a letter to Mary Alice to Steering, which Steering can approve online. Bill Sudduth reported the creation of a government information caucus in ALA Council, and there will be a site up on Connect for it.

Federal Documents Task Force:

Coordinator Jill Vassilakos-Long opened a discussion of a list of initiatives on which the community had invested time and effort to review what has been accomplished in the past and open a discussion on where we should put our energies this year. The items covered in the discussion included:

Fugitive Documents: There have been ongoing efforts to bring fugitive documents into the FDLP since the inception of the program. The common current practice of agencies posting born-digital documents directly to their websites has exacerbated the problem. In 2012 GPO conducted a pilot project to harvest nineteen federal agency websites. They have also inaugurated a new service for FDLP librarians: Any depository librarian may nominate a site for "capture." GPO will then take a "snapshot" of the site. To begin the nomination process, contact

fdlpwebarchiving@gpo.gov. There is an internet archive page for the US GPO here: <https://archive.org/details/fdlpec>. A question was asked about the time it takes to catalog full documents that are downloaded as part of the website. GPO personnel will get back to the community with information on the time frame for cataloging documents brought in as part of an agency site harvest.

Collection of Last Resort: The original plan was to have two dark archives, one east and one west of the Mississippi River, but Congress did not provide the needed authorization. The *2014–18 GPO Strategic Plan* discusses the possibility of implementing a preservation initiative with the National Archives and Records Administration. There was some discussion about the participation of other federal agencies.

Mirror Server: All legislative branch agencies (including GPO) are now “mirrored” on a server. This server is located at some distance from downtown DC. (Specifics on the location cannot be disclosed.) Beyond that, LOCKSS Docs (the documents version of Lots of Copies Keeps Stuff Safe) is running. There are thirty-seven libraries involved in the LOCKSS (Lots of Copies Keeps Stuff Safe) Docs initiative; GPO is also a participant.

There was also discussion of documents made available through Hathi Trust. Hathi Trust “recognizes” a document as a federal publication on the basis of the coding of two fields in the MARC record, if those fields are not coded correctly, then researchers receive a message that the material is under copyright. There is a “report problems” link on each page—use it to inform Hathi Trust that the resource is a federal document. They have been responsive in making corrections. Further problems,

such as unequal access to printing full documents (Hathi Trust members can print the full document, others may print only page by page) were also discussed.

Superintendent of Documents Mary Alice Baish provided a quick GPO Update and invited everyone to attend the April 30–May 2 Depository Library Council meetings. The theme this year is “Federal Depository Libraries Connecting Communities.” Elements from the forecast study include:

- Life Cycle Management
- Governance and the Structure of the FDLP
- Service provided by GPO

Coordinator Jill Vassilakos-Long asked that everyone join the FDTF Connect group to continue the discussion.

International Documents Task Force: IDTF discussed two items of note: (1) Encouraging EU and IGO publishers to adopt digital preservation policies and procedures including the deposit of their content in a LOCKSS network, and (2) continuing closures of Canadian government federal libraries and how to mitigate the impact on US library users. Two action items: (1) an open letter to IGO publishers will be drafted by Amanda Wakaruk and Brett Cloyd (with input from James Jacobs and Kris Kasianovits). OECD and World Bank reps offered to help edit the document. (2) IDTF coordinator will contact CLA for guidance about the most useful course of action (letter of support?) and report at Annual or earlier to Steering.

State and Local documents Task Force The coordinator will work with ALA to change the Connect group for the task force to an open group, to allow communications to flow to all GODORT members and beyond. New liaisons were

appointed for Cataloging, Education, and Government Information for Kids. Task force members were asked to review the SLDTF wiki and update as needed. Susanne Caro is working on a Compilation of State Disposal Policies on the SLDTF wiki. Contact her to add policies. Barbara Miller asked anyone with a state web page to help libraries with e-government activities to contact her to put the url in the e-government toolkit. There was discussion on how the Uniform Electronic Legal Material Act will affect digital preservation and access to digital state publications. Program ideas floated include impact of privatization on access to state and local government information, how to track the history of federal programs executed through efforts of state government agencies, and using primary sources for K–12 education.

Committees Awards: Presented a slate for spring elections, approved by Steering. Asked for volunteer to complete a one year term for IDTF chair.

Bylaws: Bylaws as a committee did not meet at Midwinter. The summary of activities so far for this year are as follows: No major changes have been suggested so far for the PPM. There is a minor change for the Bylaws as approved at final Steering Committee for 2013 Annual—i.e., references to the Schedule Committee should be removed from Article IV (Officers) Section 3 of GODORT’s Bylaws. The proposed changes have been posted on the Bylaws web page in the GODORT Wiki under the link titled “Proposed Changes 2014.” The wording has also been given to the editor of *DttP* to be printed in the next issue, and also to ALA for inclusion in the ballot for the 2014 election. Chelsea Dinsmore has resigned as Co-Chair and as a member of the Bylaws Committee. A replacement to fill the rest of her term will

be determined by the spring elections.

Cataloging: The Committee is currently updating the toolbox for processing and cataloging federal government documents and will be reviewing and updating the toolboxes for cataloging international and state and local documents. When complete, the toolboxes will reside on the GODORT wiki. Volunteer editors are needed for this work; contact the chair, Andrea Morrison, amorriso@indiana.edu. The Committee is also assisting with an FDLP community webinar on cataloging and investigating a possible future GODORT program at ALA conference on cataloging government information. GPO's new director of Projects and Systems, Anthony Smith, gave an update of GPO cataloging.

Conference: The group has a venue for the summer reception, and the locale will do their own catering. We are in good shape financially for the reception.

Education: Education met virtually on January 31st. Discussion focused on planning for webinars, a speaker for ALA Annual, and the Handout Exchange.

Government Information for Children: Project updates on Canadian resources for children and Florida and the Caribbean Government Information Guide. Considered proposing a program for AASL. Contact Keir Walton regarding a needs assessment of the Constitution

Day Poster Contest. Proposal ideas for programs: best practices for teaching children how to locate government information, needs for students to locate primary sources as part of Common Core State Standards, role of librarians in helping students locate government information as a primary source.

Legislation: LegComm held two meetings, the first a joint meeting with GIS, plus attended the COL's Legislative Assembly. A resolution on maintaining government websites during a government shutdown was passed by GODORT leg and GIS. The committee suggests GODORT offer a program on the ongoing need for government documents courses in Library School programs for the 2015 ALISE conference. The Committee drafted six statements dealing with various issues on government information and is working on two more statements: born digital government publications and reference assistance with government publications. The committee is also working with FDTF on a one page paper on the value of depository libraries to be shared with members of Congress and their staffs. The committee asks for input on all statements, mailed to Bernadine Hoduski (ber@montana.com) and James Jacobs (jrjacobs@stanford.edu). Access the statements on ALA Connect (<http://connect.ala.org/node/217532>) or at <https://www.dropbox.com/sh/iq6qypw4vfgnf67/iKrdgwdCsP>.

Program: The committee briefly reviewed the program and preconference from 2013. Final arrangements were made for the program for summer 2014, *Tribes and Scribes, a Double Feature on Native American and WPA Historical Research*, cosponsored by the History Roundtable. Ideas for 2015 programs included: Partnering with MAGIRT on programming, topics such as GIS and government data related issues; access to metadata for maps and documents including new ways of searching by location; conservation of maps with digitization and georeferencing; standards for digitization; loss of access to government data and map resources due to changes in depository programs, deaccessioning of databases.

Publications: Looking for another DttP editor, to move back to a co-editor format. Andrea Severson's book on the Serial Set can be ordered through ProQuest or through GODORT. Profits go to GODORT. If you bring the book to DLC, she will sign it.

Rare and Endangered: REGP met virtually on January 15. Topics of discussion included a toolkit to support conversations between librarians and their administrations about the need to communicate with other libraries regarding thefts and other incidents that target vulnerable materials, and the GPO comprehensive preservation plan.

GODORT Councilor Report

Council considered and passed the following: (*note: Bill Sudduth voted with all to pass*)

Sunday: approved slate of candidates for ALA president elect for 2014:

Maggie Farrell, Dean of Libraries at University of Wyoming, and Sari Feldman, Executive Director, Cuyahoga County Public Library.

Monday: Passed resolution to improve

Member Access to ALA Unit Governing Information. In summary, ALA units and Governing Board's minutes should be available in draft thirty days after the meeting and within thirty days after approval by members.

Passed a resolution to allow programs at Midwinter Meetings—referred to BARC (Budget Analysis and Review Committee). Awarded Honorary Membership to Patricia Glass Schuman, Defeated a resolution on Whistleblower Edward Snowden.

Tuesday: Passed memorials to Augusta Clark, Major Owens, Nassar Sharify, Dr. Bohdan, Stephan Wynar. Passed tributes to Giovanni's Room Bookstore and owner Ed Hermance and to Senator John D. "Jay" Rockefeller of West Virginia.

Passed a resolution on *Expanding Federal Whistleblower Protections*, in summary urges Congress to expand whistleblower protections to individuals engaged in contract work with the federal government.

Passed a resolution on curbing the *Government Surveillance and Restoring Civil Liberties*, in summary calls upon Congress

to pass legislation supporting the reforms embodied in H.R. 3361 and S. 1599 (USA Freedom Act). To date the legislation has 143 co-sponsors and 85 organizations supporting it .

Passed a resolution on *Maintaining Government Websites during a Government Shutdown*, in summary, urges the President to direct the OMB and Justice Depts. to develop guidance that access to essential government information is an "excepted" activity that must be carried out by paid employees, that agencies must develop and publish a list of which sites will and will not be available or maintained and that this list be available in a publicly accessible site.

Elected to Executive Council: Peter Hepburn, Gina Persichini, and Gail Schlachter for terms from 2014 to 2017, and Mike Marlin for a five month term to end July 1, 2014.

Council forums: - Discussion focused on resolutions above, and on how the Planning and Budget Assembly could be more effective in helping both BARC and ALA in these difficult financial times. Alaska Chapter Councilor Daniel Cornwall and GODORT Councilor Bill Sudduth announced creation of a Government Information Caucus, focusing on government information issues across all of ALA's interests, including public, school, and academic library issues. There was a strong response from nearly a dozen councilors, and an ALA Connect site has been created for communication between council meetings with a face-to-face meeting to be set up during Annual.

Bill Sudduth,
GODORT Chapter Councilor
sudduthw@mailbox.sc.edu

DttP Online!

www.ala.org/ala/godort/DttP/DttPonline



Check out the new and the old! The digital archive, hosted by Stanford University Libraries & Academic Information Resources, contains all issues of the journal published from its inception in 1972 through 2002 (volumes 1–30). The contemporary material, 2003 (volume 31) to present, is accessible via the GODORT wiki.

Index to Advertisers

Bernan Press	Cover 4	Readex Corporation	Cover 3
GODORT	4, 6, 52	Serial Set	4
Marcive	23	UN Publications	11
OECD	Cover 2	World Bank	2
Paratext	1		

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A Crazy Verdict.

In February of 1859, New York Congressman Daniel Sickles received an anonymous note informing him that his young wife was engaged in a tryst with another man—Philip Barton Key II, U.S. District Attorney for Washington, D.C. An enraged Sickles tracked Key down and, in front of the White House in broad daylight, shot him dead. A guilty verdict seemed certain. But Sickles' relied on the talents and influence of his political cronies—including President James Buchanan—to establish a one-sided courtroom. Incredibly, the defense team posited that Sickles was in such a state of distress that he bore no accountability for the murder. The only thing more shocking than the bizarre premise was the fact that it worked. Sickles' acquittal stunned a nation and established one of history's most debated pieces of legal precedence.

Details of the Key murder and ensuing trial can be found within the engrossing pages of the *Washington Evening Star*, long regarded as the newspaper of record for the nation's capital. Newly digitized, the *Star* provides firsthand reporting for unmatched coverage of the U.S. government from the Pierce through the Carter administrations, including fresh insight into political lives, careers, accomplishments and scandals.

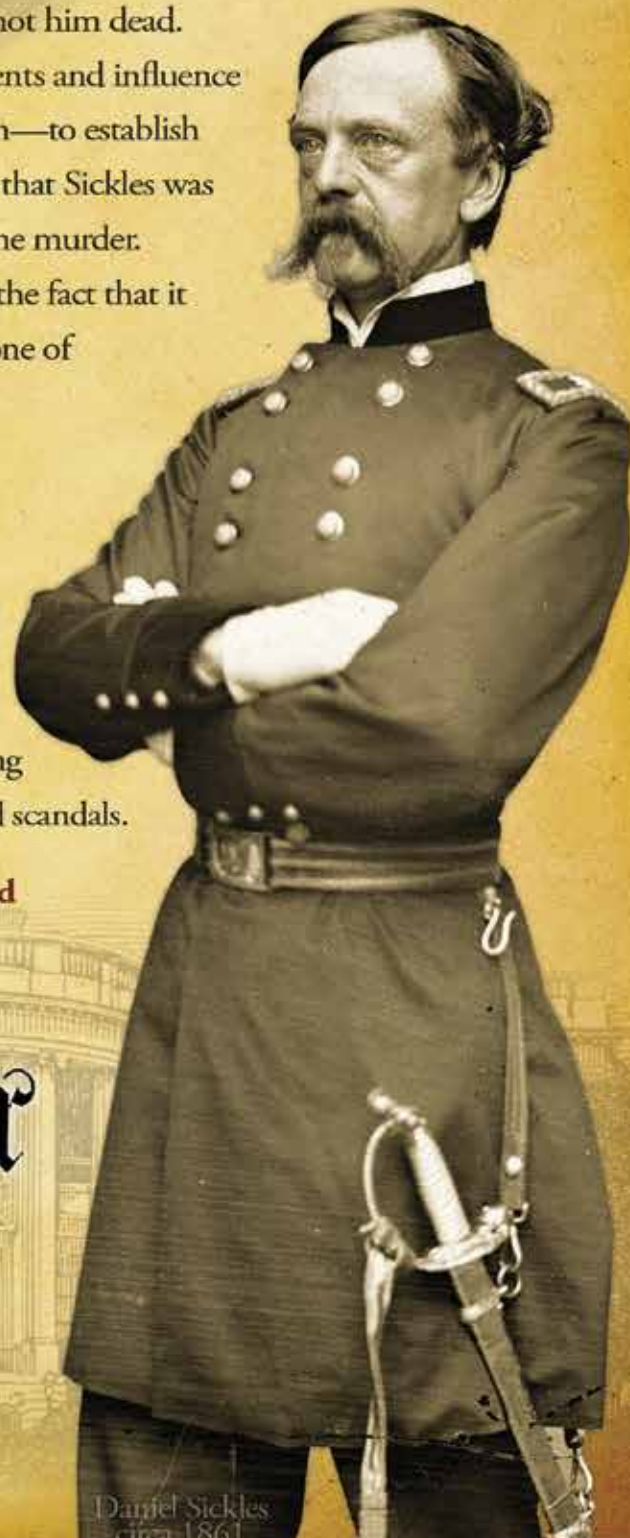
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