North Carolina State Government Information:  
Realities and Possibilities

NCLA Documents Section
Spring Workshop
May 2004
Access to State Government
Information Initiative

- **Multi-year Initiative** to ensure permanent public access to current and historical state information in **ALL** formats
  - Managed by the State Library
  - Funded by LSTA federal grant money
  - Stakeholder involvement
    - **Information Producers** (state agencies)
    - **Information Facilitators** (State Library, State Data Center, State Archives & Records, other libraries)
    - **End Users**
Access to State Government Information Initiative

- **Phase I – Action Research**
  - State Agency Publishing Practices
  - Other States’ Efforts
  - Federal and National Efforts

- **Phase II – Plan of Action**
  - Workgroup of Stakeholders
  - Strategy for providing permanent public access to digital government information

- **Phase III – Solutions Testing**
Realities of State Government Information
Production of State Government Information

Historically…

- **State Agencies and Institutions** have created and produced publications and public records in **printed formats**
  - Paper Documents
  - Microforms
  - CDs

- Agency **production** and **dissemination** of publications and records was **centralized** – easy to identify “point of contact” for access
Dissemination of State Government Information

- **Selected distribution** by state agencies to other agencies, educational institutions, libraries, and organizations

- **“By Request”** basis to libraries, educational institutions, citizens, businesses

- **Distribution** of publications to State Depository Libraries (North Carolina State Depository System)
Public Access to State Government Information

- State Agencies
- State Library
- State Depository Libraries
- Public and Academic Libraries
- State Archives and Records
Preservation of State Government Information

- Secretary of State’s Office was first to collect and permanently maintain original government publications and records.

- State Archives and Records has collected, cataloged, and permanently maintained selected public records in paper and microfiche according to designated retention schedules.

- State Library has collected, cataloged, and permanently maintained publications in paper and microfiche.
And now...

It’s not your Father’s Oldsmobile!
There’s a new kid in town...
Born Digital State Government Information

- Exists **solely in digital format**
- Is **created, published, disseminated, and accessed** via the Internet.
- Has **no printed counterpart**
- Born digital information **replacing printed state government publications/records**
Advantages of Born Digital State Information

- Reach larger audience
- Convenient access
- 24/7 desktop access
- More timely dissemination
- Easy to update
- Short term cost savings
State Library’s Initial Approach to Born Digital Information

- **Facilitate access** to digital state government information
  - **FIND NC**
  - **Adding URLs** to Catalog Records

- **Require agencies to continue printing** copies for State Library and Depository System

- **Print out** digital only publications for permanent collection and depository
Challenges to Initial Approach

- State government **budget cuts**
- **Reduced** agency **resources**
- **Constantly changing** URLs
- **Legislatively mandated shift** to digital only formats
- **Rapidly change technologies** facilitating use of **varying digital formats** (not all printable)
## Resulting Effects… State Depository System

**Continuing decrease in number of titles received**

<table>
<thead>
<tr>
<th>New Titles (Monographs/Serials)(printed)</th>
<th>Monographs and Serials Issues (printed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cataloged and Distributed through the North Carolina State Documents Depository System</td>
<td>Added to the State Library's State Documents Collection (permanent depository collection)</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td>1997</td>
<td>819</td>
</tr>
<tr>
<td>2002/03</td>
<td>413</td>
</tr>
<tr>
<td>% change (est. 5 yrs.)</td>
<td>50% fewer titles</td>
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</tbody>
</table>
Resulting Effects… Finding State Information

- **Difficult to identify format and location** of state government information

- **Internet searching difficult**
  - Standard search engines
  - State Portal
  - FIND NC

- **Digital and Print** versions **not always equivalent**

- **Historical digital information not always available** – replaced or removed from Internet
New Approach to Addressing Born Digital Issues - 2001

- **Step back and examine the big picture**
  - **Identify the issues** involved in producing, accessing, and preserving born digital information
  - **Determine the status of publishing** in state government
  - **Ascertain trends** in state government publishing
  - **Assess current systems** (Archives & Records, Depository) to determine the viability of incorporating digital state information into established access and preservation programs.
New Approach to Addressing Born Digital Issues - 2001

- **Include stakeholders** in solutions development
  - Obtain input at the beginning
  - Facilitate understanding of issues, challenges, possibilities
  - Gain commitment, cooperation, consensus

- **Assess and test viable solutions** for facilitating permanent public access to digital state information

- **Strive to find solutions that are:**
  - Acceptable and relevant to stakeholders’ priorities
  - Feasible for implementation in state government
  - Sustainable over time
New Realities of State Government Information

Production of State Government Information

- **Budget cuts** encourage more digital, less print
- **Legislative mandates** specify that selected agencies publish and disseminate all information in digital formats through the Internet
- **93%** produce **born digital** publications
- **22%** claim to produce at least **90%** of publications in **digital formats only** – predict even more
New Realities of State Government Information

- Digital Only: 51%
- Paper/Digital: 29%
- Paper/Other Physical Format: 20%
New Realities of State Government Information

- PDF: 66%
- HTML/XML: 35%
- MS PowerPoint: 7%
- Other: 4%
- MS Word: 4%
- Real Player: 3%
- ASCII: 2%
New Realities of State Government Information

Production of State Government Information:

- **New formats and presentations**
  - *Discrete publications* (stand alone) (e.g., PDF)
  - *Integrated* part of connected whole with related parts (e.g., webpage with links)
  - *E-Mail messages* considered public records
  - *Increase* in *multimedia/interactive* material
  - *Increase* in *dynamically produced* webpages

(≈70% of state agencies provide access to databases via the web)
New Realities of State Government Information

Dissemination of State Government Information:

- **Printed publications** (tangible formats): agencies still required send to Clearinghouse for distribution to Depository Libraries

- **Born digital** (intangible formats): disseminated solely via the Internet – no requirement to submit digital or printed version to Clearinghouse for cataloging and distribution
New Realities of State Government Information

Production and Dissemination:

- **Certain publications will remain in print** or exist in both print and digital formats

- **Reasons to continue printed publications:**
  - Continue to **serve users lacking computer access**
  - Certain publications, e.g., maps, are **best suited for print**
  - Paper is best for **long term preservation**
  - **Tradition:** citizens and agencies expect paper publications
New Realities of State Government Information

Production and Dissemination:

- **Publishing** has become increasingly decentralized
  Only 30% of agencies have centralized publishing and distribution.

- **More players involved** in dissemination
  - Information creators
  - PIOs
  - IT professionals

(Current programs (Depotitory/Records) work with one designated contact that ensures compliance with mandates to submit documents for access and preservation)
New Realities of State Government Information

Access to State Government Information:

- **Printed publications** (lists; library catalogs)
  - State agencies
  - Libraries (State Library, Depository libraries, others)

- **24/7 access via the Internet**
  - Not always easy to find the information
  - Standard search engines have limited ability to index the “deep web” where significant state data resides
New Realities of State Government Information

Preservation of State Government Information:

- Currently the responsibility of each agency
  - 38% of agencies do not currently store any digital publications offline
    - Keep printouts of digital publications
    - Have not yet moved any publications offline
    - Delete all publications once moved offline
New Realities of State Government Information

Preservation of State Government Information:

- Of the agencies that do store content offline, most **do not maintain a list** of offline content.

- Agencies **store digital content on a variety of devices**:
  - Content creators’ hard drives
  - Server/network drives
  - CD/DVD
  - Magnetic tape/magnetic disk
New Realities of State Government Information

Preservation of State Government Information:

- **Monographs:**
  Newer editions replace old ones 72% of the time
- **Serials:**
  50% of online serials have no back issues
- **Databases:**
  ~40% of agencies claim continuous updates
- **Websites:**
  34% of agencies expect major redesign this year
Preservation of State Government Information:

- **No legislative mandate** requiring agencies to submit digital publications to the Clearinghouse.

- **Blurred distinction** between:
  - “publication” and “public record”
  - “born digital” and “digitized” information

- **Limited resources** within state government to make needed infrastructure changes to ensure permanent public access.
Phase II: Charting the Plan of Action
Collaborative Solutions
Work Group

- **Stakeholder involvement**
  - Information Facilitators
  - Information Producers
  - Information Users

- **Outside Experts**
Information Facilitator

Involvement

- **State Library**
  - Responsible for state publications, leading Initiative

- **State Archives and Records**
  - Responsible for state records

- **State Data Center**
  - Responsible for statistical data and demographics

- **Statewide Information Technology Services**
  - Responsible for state’s technology infrastructure
Information Provider Involvement

- State Agency Staff
  - Public Information Officers
  - IT staff
  - Content creators

- Contacts from:
  - State Publications Clearinghouse
  - Introductory educational meetings
  - *Survey of State Agency Publishing Practices*
  - Word-of-mouth
End User and Expert Involvement

- End user involvement not as direct as other two stakeholder groups
- End users represented by:
  - Depository Librarians
  - State Library reference staff
  - State agency public information officers
- Digital Preservation and Access Experts
  - Leverage work done at local universities
Work Group Activities to Date

- Work Group kick-off meeting in December 2003
- Work Group divided itself work into 4 committees
  - Access
  - Preservation
  - Marketing/Education
  - Identification/Selection
- Different stakeholder groups on committees provide **multiple perspectives** for how to approach issues
- Committees will present ideas to full work group for feedback at June meeting 2004
6th Annual GILS Conference

- Held in Raleigh March 31-April 3, 2004
- Attendance by:
  - 13 state libraries
  - Federal agencies
  - Work Group Members
  - Depository Librarians
  - Additional interested individuals from around the country
6th Annual GILS Conference

- Topics included:
  - Discussion of State GILS programs and access to government information
  - Preservation of digital information
  - Federal programs affecting access to government information
  - New tools for better searches
  - The economics of government information
Phase III: Projects and Directed Research
Directed Research

- User Needs and Priorities Research (Identification/Selection)
  - Legacy collection of publications to remain in print
  - Determine important publications/groups of publications and websites
  - Your opportunity to get involved!

- Gain stakeholder commitment (Marketing)
  - Develop a case for the “sense of urgency”
  - Bring all stakeholders and decision-makers on board
Directed Research

- Digital Repository Assessments (Preservation)
  - Examine currently available digital repositories, including:
    - Dspace
    - OCLC Digital Archive
    - CONTENTdm
    - Documentum
  - Work with other libraries/programs in assessment
  - Is a single central repository the best choice?
Examine Library Tools: ENCompass

- Library shifted ILS to Voyager in 2002 and also purchased ENCompass
- ENCompass used by State Archives for their online catalog
- Can capture and provide access to digital publications through library catalog
- Will attend ENCompass training this spring/summer
- Z39.50 capabilities to allow access to multiple databases
- Can use multiple metadata schemas, including GILS
Examine Library Tools: FIND NC

- Provide access to digital state government information
- Upgrade Blue Angel search software
  - Consider other open-source search options
- Is GILS metadata feasible for all websites?
- Combine forces with State Portal
  - Currently there are two statewide search engines
  - Library represented on State Web Portal Management Council
- Improve search interface
Pilot Projects

From...

To...
Pilot Projects

- **Illinois CEP project – Capturing E-Publications**
  - Use software developed by Illinois State Library/University of Illinois to crawl and capture websites
  - Supported by IMLS National Leadership Grant
  - Multiple states involved in project – Arizona, Wisconsin
  - Illinois hosts web archive for the 1st year, then will help us transition to new set-up
  - First step toward long-term preservation
Pilot Projects

- **Access to specialized databases**
  - Work with State Data Center
  - Use GILS metadata to provide access to dynamically generated content on agency web-enabled databases
    - CRIS, Correction, Public Instruction, Employment Security Commission

- **NDIIPP Grant - Selection Tool**
  - Collaborative work with University of Illinois, OCLC, and other state libraries to develop semi-automated selection tool
  - Waiting to hear from Library of Congress
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