

*Access to State Government Information Initiative*

*Documents Branch  
State Library of North Carolina*

**North Carolina State Government  
Information:**

*Realities and Possibilities*

NCLA Documents Section

Spring Workshop

May 2004

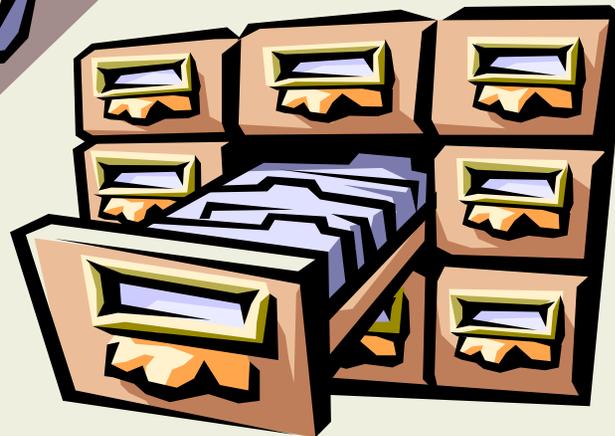
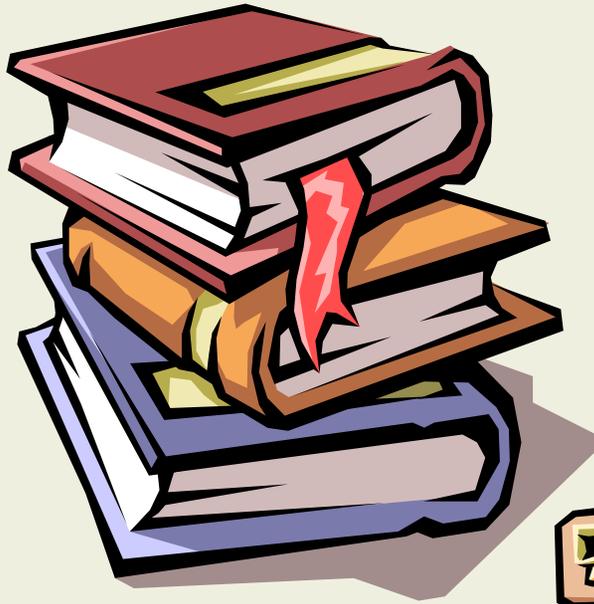
# *Access to State Government Information Initiative*

- ◆ **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*

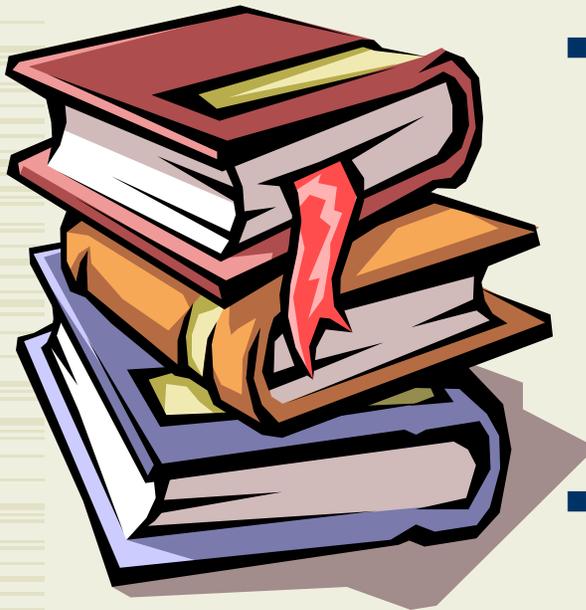
- ◆ **Phase I – Action Research**
  - State Agency Publishing Practices
  - Other States' Efforts
  - Federal and National Efforts
- ◆ **Phase II – Plan of Action**
  - Workgroup of Stakeholders
  - Strategy for providing permanent public access to digital government information
- ◆ **Phase III – Solutions 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



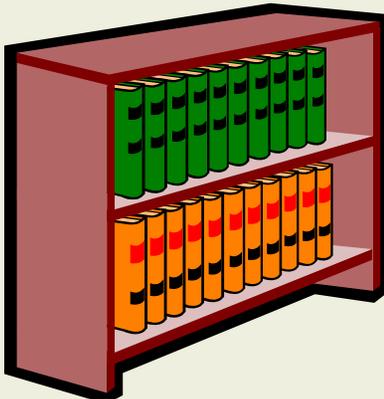
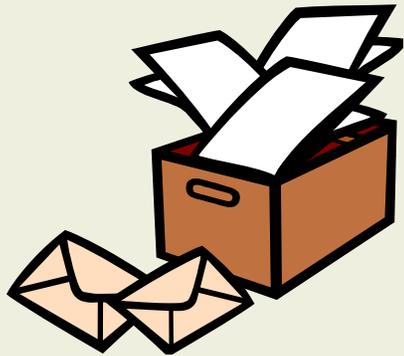
- **Selected distribution** by state agencies to other agencies, educational institutions, libraries, and organizations
- **“By Request”** basis to libraries, educational institutions, citizens, businesses
- **Distribution** of publications to State Depository Libraries (North Carolina State Depository 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

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**And now...**

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**It's not your Father's Oldsmobile!**



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**There's a new kid in town...**

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# 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

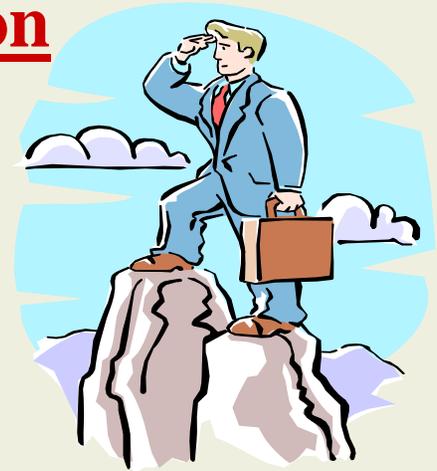
### Continuing decrease in number of titles received

<u>New Titles (Monographs/Serials)(printed)</u> <u>Cataloged and Distributed through the North</u> <u>Carolina State Documents Depository</u> <u>System</u>		<u>Monographs and Serials Issues (printed)</u> <u>Added to the State Library's State</u> <u>Documents Collection (permanent</u> <u>depository collection)</u>	
1997	819	1997	8345
2002/03	413	2002/03	4264
% change (est. 5 yrs.)	<b>50% fewer titles</b>	% change (est. 5 yrs.)	<b>51% fewer titles</b>

# 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

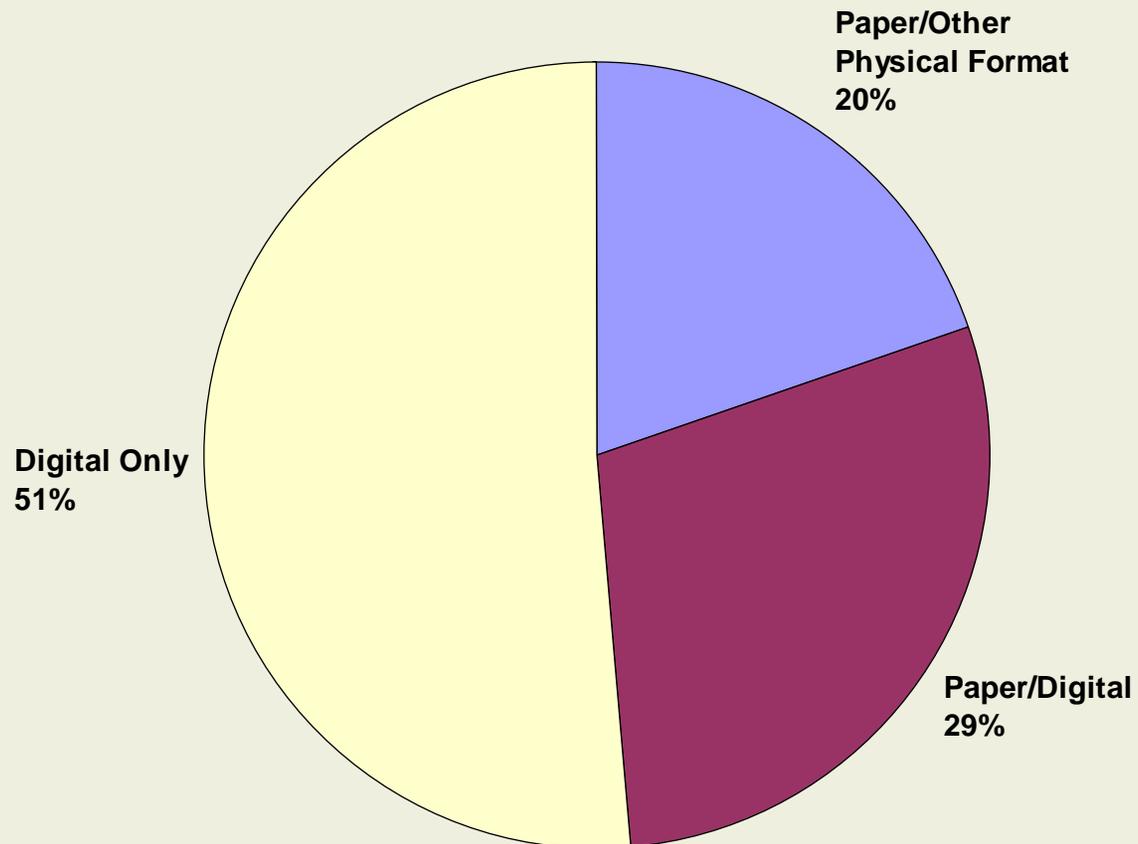
- ◆ Include stakeholders in solutions development
  - Obtain input at the beginning
  - Facilitate understanding of issues, challenges, possibilities
  - Gain commitment, cooperation, consensus
- ◆ Assess and test viable solutions for facilitating permanent public access to digital state information
- ◆ 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

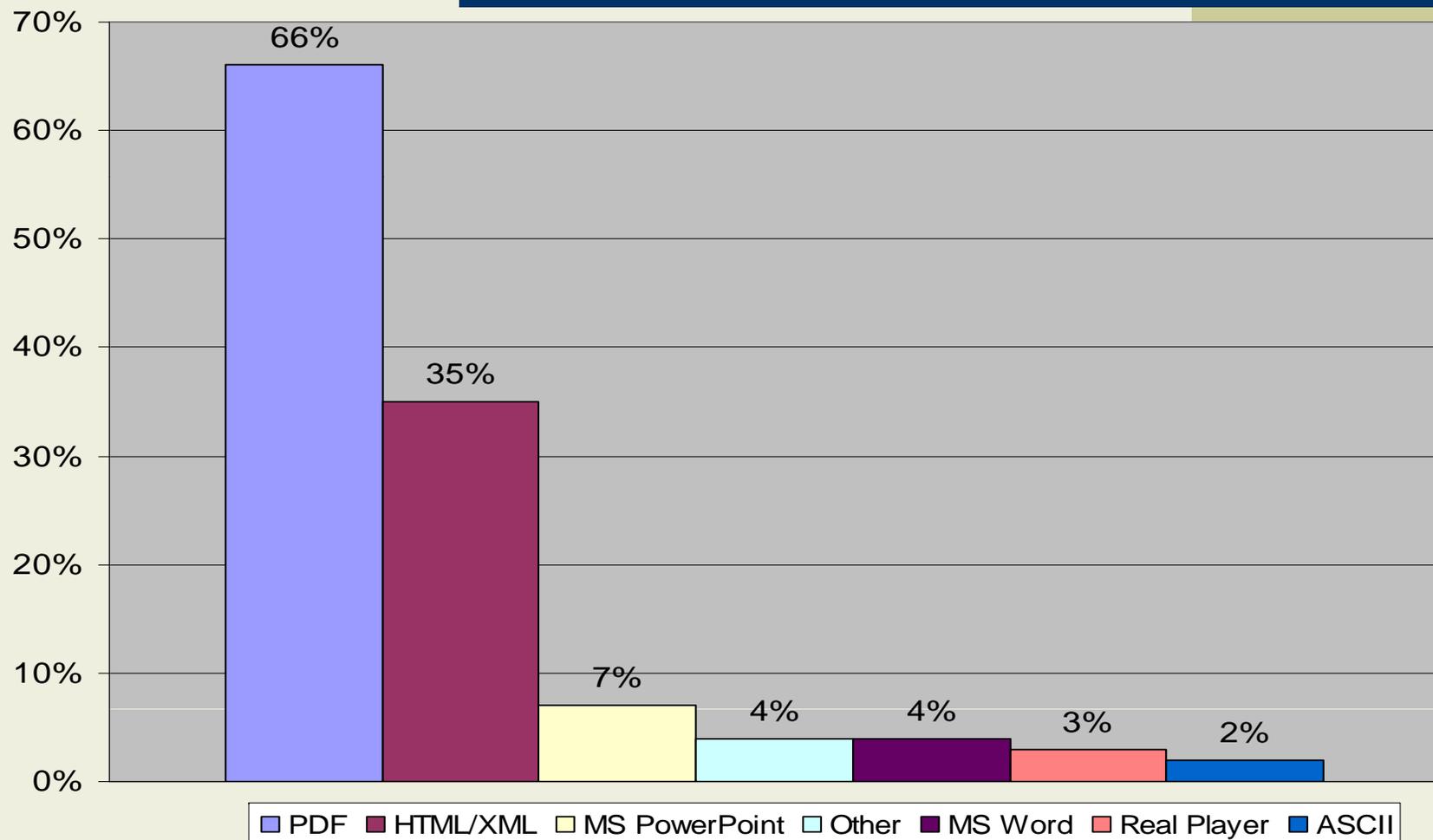
## Production of State Government Information

- **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



# New Realities of State Government Information



# 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

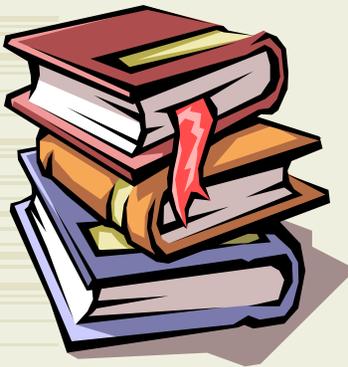
## Dissemination of State Government Information:

- **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, 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 (Depository/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:

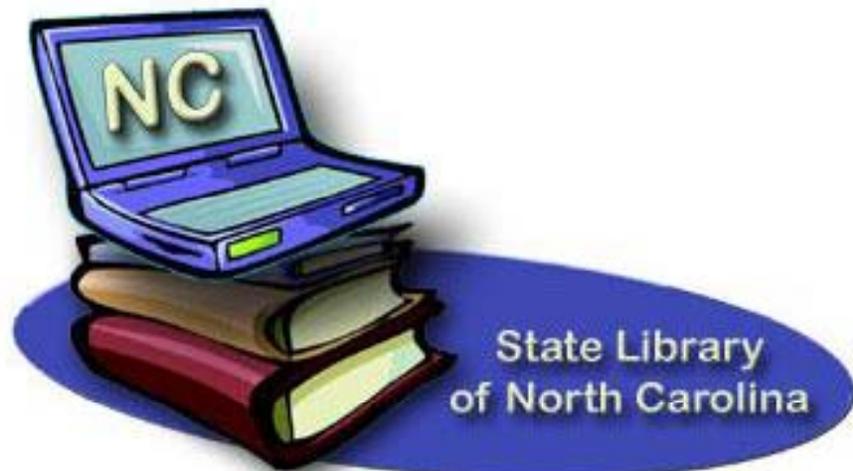
- Monographs:  
Newer editions replace old ones 72% of the time
- Serials:  
50% of online serials have no back issues
- Databases:  
~40% of agencies claim continuous updates
- Websites:  
34% of agencies expect major redesign this year

# New Realities of State Government Information

## 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

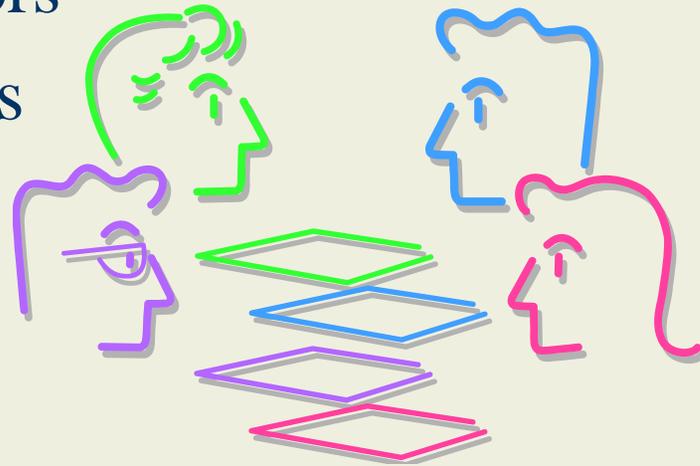
## Phase II: Charting the Plan of Action



**Access to State Government Information**

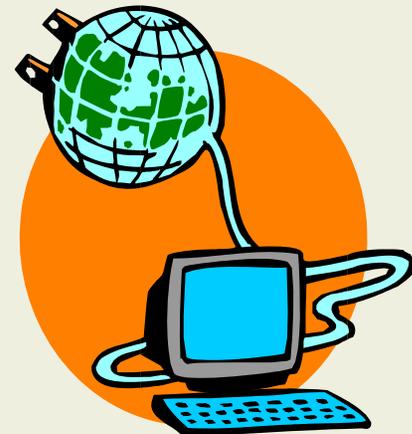
# Collaborative Solutions Work Group

- ◆ **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 feed back at June meeting 2004

# 6<sup>th</sup> Annual GILS Conference

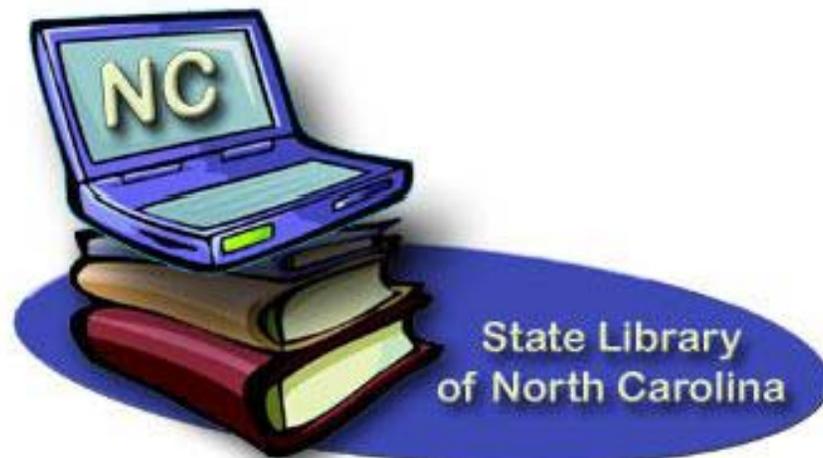
- ◆ Held in Raleigh March 31-April 3, 2004
- ◆ Attendance by:
  - 13 state libraries
  - Federal agencies
  - Work Group Members
  - Depository Librarians
  - Additional interested individuals from around the country



# 6<sup>th</sup> 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



State Library  
of North Carolina

**Access to State Government Information**

# 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 1<sup>st</sup> 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

# Contacts

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**ASGI website:**

<http://statelibrary.dcr.state.nc.us/digidocs/>