



Digital Publications, Distribution and Preservation Practices in NC Government: A status report

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Survey Background



First survey in 2003

- Paper copy (60+ questions)
- In-person/telephone interviews
- High number of responses

Survey Background

Purpose of the first survey

- Get data to support the ASGII grant
- Get a better sense of agency publishing practices
- Gather data to help decide the direction of future projects

Survey Background



Purpose of the 2008 survey

- **Get updated contacts for each agency**
 - we will be doing more outreach to agencies in the future
- **To remind/inform agencies of the Clearinghouse and the mandate to send publications**
- **To see whether agencies may need help with digital preservation and advice for digitization projects so we can appropriately market services to them**
- **To solidify our understanding of agency publication and distribution since original survey**

Survey Background



The work on both surveys was supported through the Access to State Government Information Initiative grant (LSTA)

2008 Survey

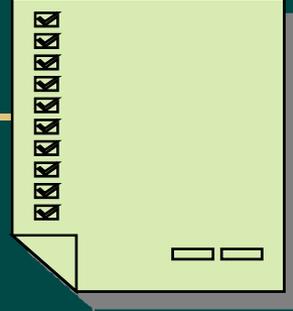


- Survey open for 90 days in 2008
- Sent to approximately 200 state government employees
 - At least one contact from each agency
- Sent three “reminder” emails
- List was compiled from original survey respondents, current lists of PIOs, depository and/or agency librarians
- Asked respondents to forward to appropriate staff or send email address(es) to us
- Used SurveyMonkey (completely web-based)



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2008 Survey



- 120 total responses
- 68 *complete* responses
 - 24 unique agencies of 37
 - 65% response rate



2008 Survey: Agencies that Responded

- **Administrative Hearings, Office of**
- **Agriculture and Consumer Services, Dept. of**
- **Boards and Commissions**
- **Commerce, Dept. of**
- **Community Colleges System Office**
- **Correction, Dept. of**
- **Cultural Resources, Dept. of**
- **Environment and Natural Resources, Dept. of**
- **General Assembly**
- **Health and Human Services, Dept. of**
- **Housing Finance Agency of North Carolina**
- **Judicial Branch (NC Courts)**
- **Juvenile Justice and Delinquency Prevention, Dept. of**
- **Labor, Dept. of**
- **Lieutenant Governor, Office of**
- **NC State Health Plan**
- **Office of Information Technology Services**
- **Office of State Budget and Management**
- **Personnel, Office of State**
- **Public Schools of North Carolina**
- **Secretary of State, Dept. of**
- **State Controller, Office of**
- **Transportation, Dept. of**
- **University of North Carolina**

2008 Survey: Agencies that Responded

3. Which of the following...			Response Count
	2. Electronic publication developer	Wed, 3/12/08 9:12 AM	
	3. Writer, Editor	Mon, 3/10/08 3:54 PM	
	4. Web writing, editing and design	Mon, 3/10/08 3:39 PM	
	5. Policy Development/ Danny Lineberry is supervisor	Thu, 2/21/08 2:39 PM	6
	6. My group also manages content for our website.	Wed, 2/20/08 6:18 PM	6
	7. Manager of Web Site and Publication Sales	Mon, 2/18/08 12:57 PM	6
	8. Labor Market Information	Wed, 2/13/08 6:06 PM	6
	9. Executive Director	Wed, 2/13/08 3:55 PM	6
	10. College Newsletter, news releases to local media	Wed, 2/13/08 3:26 PM	6
<input type="button" value="view"/> Other	11. Information Manager	Tue, 2/12/08 4:51 PM	6
	12. Manager of Sales Office	Tue, 2/12/08 10:43 AM	7
	13. staff forester	Mon, 2/11/08 3:06 PM	7
	14. Administrator of the Historical Publications Section	Fri, 2/8/08 7:29 PM	
	15. Public contact	Fri, 2/8/08 12:06 PM	
	16. We create many publications in my office	Fri, 2/8/08 9:46 AM	
	17. oversee compilation, editing and publishing of two publications	Thu, 2/7/08 4:50 PM	
	18. Administrative support	Thu, 2/7/08 3:02 PM	



2008 Survey



Four sections

1. **Contact information (5/23 questions)**
2. **Current publishing practices (8/23 questions)**
3. **State Publications Clearinghouse/Depository Program (6/23 questions)**
4. **Wrap up (4/23 questions)**



Responses: Current Publishing Practices



Question #6: What do you consider your agency's five most important/valuable publications or series (paper and/or digital)?

Received 209 unique titles that agencies consider their most important titles

- 107 of those were digital documents***
- We will use this list when prioritizing items to be added to digital repository***



Responses: Current Publishing Practices

www.ncair.org - Division of Air Quality

NC Travel Guide

NC Forestry BMP Manual

North Carolina Troops

<http://www.ncagr.com/paffairs/agreview/index.htm>
m (NC Agricultural Review)

Geologic Adventure Along the Blue Ridge Parkway
in North Carolina - NCGS Bulletin 9843

Oracles newsletter - Alamance Community College

NC Board of PT Examiners Newsletter

NCDOC website www.doc.state.nc.us

Responses: Current Publishing Practices



Question #8: How are publications distributed by your agency?

96% → Agency website

73% → Upon request/Ordered

66% → Agency staff at events/ meetings/ conferences



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Responses: Current Publishing Practices



Questions #10 through 13 related to

- how data is updated on agency websites and
- how the public is notified of changes/updates (including new versions or deletions of data)

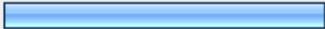
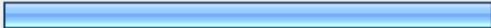
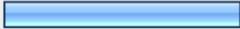
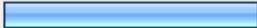
Responses: Current Publishing Practices

10. How is the public notified when new print (paper) or digital publications are made available? (check all that apply)

	Digital publications only	Paper publications only	Both digital and paper publications	Response Count
Email list/Listserv	23.9% (11)	2.2% (1)	73.9% (34)	46
Mailing/Membership list	10.8% (4)	24.3% (9)	64.9% (24)	37
"News" or "Spotlight" section on website	26.5% (13)	2.0% (1)	71.4% (35)	49
Other location on website	17.6% (6)	5.9% (2)	76.5% (26)	34
RSS feed	66.7% (4)	0.0% (0)	33.3% (2)	6
Word of mouth	10.8% (4)	5.4% (2)	83.8% (31)	37
No notification	33.3% (1)	0.0% (0)	66.7% (2)	3
			Other (please specify)  view	8
			answered question	63
			skipped question	5

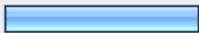
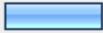
Responses: Current Publishing Practices

11. How does your agency manage updates to digital publications (e.g., books, databases, newsletters, journals) on your website? Content is ... (check all that apply)

		Response Percent	Response Count
Never removed from the website		28.4%	19
Remains on public website for a specific time period (e.g., back issues)		43.3%	29
Stored on CD, DVD, or other medium (not public)		20.9%	14
Stored on a staff person's computer (not public)		31.3%	21
Stored on the agency's servers (not public)		40.3%	27
Printed out and filed		19.4%	13
Deleted		10.4%	7
Don't know?		22.4%	15
 Other (please specify)		22.4%	15
<i>answered question</i>			67
<i>skipped question</i>			1

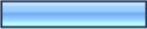
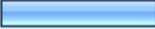
Responses: Current Publishing Practices

12. How is the public notified when digital publications are moved, removed, or replaced by new versions on your website?
(check all that apply)

		Response Percent	Response Count
Email list/Listserv		27.7%	18
Mailing/Membership list		12.3%	8
"News" or "Spotlight" section on website		27.7%	18
Other location on website		18.5%	12
RSS feed		3.1%	2
Word of mouth		13.8%	9
No notification		55.4%	36
 Other (please specify)		21.5%	14
<i>answered question</i>			65
<i>skipped question</i>			3

Responses: Current Publishing Practices

13. How is the public notified when a formerly print-only publication changes to digital format only (or a digital version is also made available)? (check all that apply)

		Response Percent	Response Count
Email list/Listserv		30.2%	19
Mailing/Membership list		20.6%	13
"News" or "Spotlight" section on website		44.4%	28
Other location on website		19.0%	12
RSS feed		3.2%	2
Word of mouth		25.4%	16
No notification		34.9%	22
 Other (please specify)		22.2%	14
<i>answered question</i>			63
<i>skipped question</i>			5

Responses: Current Publishing Practices

21. What do you consider the most significant issues facing agencies in terms of publishing and distributing state publications? (check all that apply)

	Major issue	Somewhat an issue	Minor issue	Response Count
Difficult for constituents to locate/use	25.0% (12)	35.4% (17)	39.6% (19)	48
Cost of publication	51.0% (26)	31.4% (16)	17.6% (9)	51
Growing storage needs	32.7% (17)	46.2% (24)	21.2% (11)	52
Lack of technical support to provide access/preserve digital publications over time	38.8% (19)	38.8% (19)	22.4% (11)	49
Loss or corruption of digital files over time	32.6% (15)	34.8% (16)	32.6% (15)	46
			Other (please specify)  view	6
			answered question	58
			skipped question	10

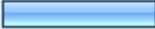
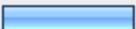


Responses: Current Publishing Practices



- The vast majority of publications are being made available on agency websites (96%) using PDF (87%)
- The majority of traditionally paper publications are now being distributed in both paper and digital format (62% or greater), as opposed to paper only or digital only
 - The exception is journals: 38% responded “paper only”; 25% responded “digital only”; 38% responded “both paper and digital”

Responses: Digitization

20. Is your agency currently digitizing publications? (check all that apply)			
		Response Percent	Response Count
Yes, and digitized publications are available online		60.9%	39
Yes, and digitized publications are available by request		21.9%	14
Yes, but digitized publications are not publicly available		4.7%	3
No, but we are currently considering digitization		9.4%	6
No, but we are considering digitization for the near future		0.0%	0
We have not considered digitization		9.4%	6
view Other (please specify)		18.8%	12
<i>answered question</i>			64
<i>skipped question</i>			4

Responses: Clearinghouse

14. From G.S. 125-11.10(a): "State agencies shall send the requested number of copies of each of their publications to the Clearinghouse within 10 days of issuance." Does your agency currently send printed (paper) publications to the State Library for distribution to depository libraries by the North Carolina State Documents Depository Program and the State Publications Clearinghouse?

	Response Percent	Response Count
Yes 	73.5%	36
No 	26.5%	13
Other (please specify)		17
	<i>answered question</i>	49
	<i>skipped question</i>	18

Responses: Clearinghouse

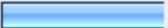
15. If you answered "yes" to the previous question, please skip to the next question. If you answered "no" to the previous question, what can the State Library do to aid your agency in complying with G.S. 125-11.10(a)?

	Response Count
	16
<i>answered question</i>	16
<i>skipped question</i>	51

- “wouldn't it be more practical to send the URL”
- “Nothing. Doing so would be a retreat back in history and a waste of resources and trees.”
- “Initiate and followup contact w/ each Agency and provide single point-of-contact to Libary as to what/where/why/how etc etc on material to be archived.”

Responses: Clearinghouse

16. The State Library also collects publications in digital format. Would you be willing to submit a digital publication (if one exists) to the Clearinghouse, in addition to paper copies of print publications?

	Response Percent	Response Count
Yes 	73.8%	45
No	0.0%	0
Maybe 	3.3%	2
Other (please specify) 	23.0%	14
	<i>answered question</i>	61
	<i>skipped question</i>	6

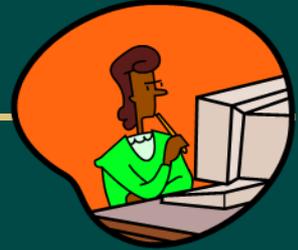
Responses: Wrap up



- 39 respondents would like to receive updates from the State Library
- 16 additional email addresses were given to us



Responses: Wrap up



Question 23 (follow-up)

- “...I've never stopped to think about how to handle exclusively online publications. It would never have occurred to me to notify the Clearinghouse about those.”
- “I do not see the need for so much redundancy. It has the appearance of wasting taxpayer dollars when the Clearinghouse requests both paper and digital copies of publications that are readily available on our website. Would it not be more practical for the Clearinghouse to just have a link to our website?”



Questions for discussion



- How do we get agencies to buy-in to what we are doing?
- How do we establish personal contacts and work with agencies when there are many agencies and a small documents staff?
- How are others working with/educating agency staff about long-term maintenance of publications? What kinds of responses are you getting?
- What sort of digitization programs are underway? Project based? Agency initiated?