

TLA GODORT Meeting Minutes October 8, 2004

The TLA GODORT meeting was held at the Jessie Ball duPont Library at the University of the South, Sewanee, TN on October 8, 2004 from 10:00 AM to 3:30 PM.

OCLC QuestionPoint Government Information Project

James Staub, with the help of Kassandra Hassler, both from the Tennessee State Library and Archives (TSLA), presented a session on a virtual reference service called QuestionPoint, sponsored by OCLC, and specifically designed for government documents questions. The TSLA is currently using this government information pilot project.

FirstGov has a virtual reference service, but it's through email. It mostly promotes agency services to answer questions by "guiding" you to where you can find your answer. It's basically a monitored chat and email system.

QuestionPoint is tailored better for government information, both Federal and State documents, according to Staub. It draws on expertise from documents librarians and promoted FDLP collections, as well as more specialized access to State documents.

The 5 main goals of the pilot project by the TSLA include:

1. establishing a national model for providing virtual reference services and electronic resources to citizens
2. determining and evaluating what features of the software are most helpful in serving citizens
3. investigating how this application could be used to offer training on electronic resources in order to increase information literacy skills among citizens
4. working with libraries to provide online reference services to important government information resources
5. testing a collaborative, multi-state model for virtual reference services.

James Staub has observed that this service is not demanded everyday, however it is an opportunity to work closely with very experienced and knowledgeable public service librarians.

QuestionPoint's main pitch involves 4 points:

1. Interact: meet their patrons, where they are and using the most appropriate and current technologies
2. Cooperate: among their reference staff, existing reference consortia, and with their professional peers worldwide
3. Build: shared resources, experiences, and pathways to previously inaccessible expertise
4. Manage: your local reference services – defining your participation in reference networks, generating statistics, and identifying trends.

Currently, there are about 34 institutions participating in this pilot project in the U.S. with about 124 librarians. The two TSLA government documents librarians have committed to 2-3 per week

desk time, assist with email questions, attend online training sessions, attend online biweekly advisory meetings, and provide TLA-GODORT member institutions with the access code.

Beginning November 1st, each institution can promote this service on their Web pages by contacting James Staub for the codes and iconography. They are also expected to critically analyze the impact of the service, and consider participating as it moves out of the pilot stage. [UPDATE: An email on TNGOVDOC-L from James Staub, dated Oct. 15th has QuestionPoint to debut on Nov. 15th.]

The TSLA wants to know your experiences with QuestionPoint; the best practices for using the service, use of statistics, developing a knowledgebase, promoting the service, and any problems along the way. Janette Prescod of the University of Tennessee-Knoxville (UTK) mentioned that there are many technical problems and co-browsing was not working well for them.

It is uncertain, at this time, if GPO Access will have link to this service, and what the published hours of this service will be. Questions are routed based on an institution's profile.

James Staub will email TNGOVDOC-L as soon as the link becomes available. The QuestionPoint government information pilot link for the TSLA (November 1, 2004 through March 1, 2005) is:

<http://www.state.tn.us/sos/statelib/techsvs/tsp/feddocs.htm>

James Staub can be reached at James.Staub@state.tn.us

Kassandra Hassler's email is Kassandra.Hassler@state.tn.us

American Factfinder

Ellie Read (Data Services Librarian at UTK) distributed two handouts summarizing the *2000 Decennial Census Summary Files*, *Census Geography*, and the *Standard Hierarchy of Census Geographic Entities*. Read demonstrated to use of the American Factfinder Web site at <http://www.factfinder.census.gov/> to answer sample questions.

Questions may be answered with 'Quick Tables' information, or by going to the 'Fact Sheets' on the site. Data sets, using 'Detailed Tables' or 'Custom Table,' may be generated for more in-depth questions. When answering a question, first decide what summary file to use. Remember to always look at the technical notes below the table.

Some other vocabulary tips from Ellie Read included:

- A 'place' is a city or town
- 'Tables' are the same as 'Matrices'
- 'Summary File' is the same as 'Data Set'

Also remember, there must be at least 100 people in a group to be reported in a table. The example illustrating this is the number of Japanese in Knoxville, TN. There is no data, since there are not at least 100 living there.

Digitization of Tennessee Government Information at the TSLA

James Staub delivered a presentation titled “TSLA and Permanent Public Access to State Publications: the Digital Archive Writer, The Intelligent Microimage Scanner, Other Solutions, and You.” He referred to several handouts from a previously sent email to GODORT members attending this conference. They included:

1. *State-By-State Report on Permanent Public Access to Electronic Government Information* (2003) by the American Association of Law Libraries (AALL)
2. A 1991 letter to Dr. Gleaves, Tennessee State Librarian and Archivist, from the Government Documents Task Force (GODOT)
3. *The Tennessee State Documents Depository System: A Report by the Government Documents Task Force* (1991)
4. A draft of the Tennessee Code Annotated Proposed Code Amendment for Title 12, Chapter 6 (1991)

The AALL came out with the *State-By-State Report on Permanent Public Access to Electronic Government Information* in June 2003. In it, Tennessee is recognized as having begun to address this issue, and the TSLA has acquired equipment and software necessary to digitize state agency government documents and publications whether in a tangible format or electronic format. One remaining issue that remains for Tennessee, and that is locating all of the government documents and publications that should be archived, since various state agencies do not necessarily always inform the TSLA of their publications.

In 1991, a Tennessee GODORT group, named GODOT Task Force, released a report concerning government information in electronic format. Even though an amended code was proposed, it never went through the necessary channels to reach the legislature.

The TSLA is pursuing this project, and will try to collect all of the state documents and publications formerly published and archived in print, but now published in electronic format, in order to archive them permanently and make them accessible. The Digital Archive Writer, manufactured by Kodak, was received by the TSLA in 2002. It scans the image, burns it onto a CD, and then converts it to microfilm so it can be indexed, retrieved, re-digitized, and delivered on request. Patrons will not have direct remote access to these archives, but a state librarian could email the publication in the format requested by the patron.

The Intelligent Microimage Scanner, also by Kodak, uses bullet microfilm, so the table of contents may be browsed.

There are still a few minor technical issues, but the TSLA expects the system to be ready to go soon. There is still the issue of capturing ALL state documents and publications. Others may need to assist in locating and identifying state web sites and links to their publications.

Future of Tennessee State Government Information – Discussion and Working Session

Stephen Patrick (ETSU) and Kevin Reynolds (University of the South) presented a brief history of the State depository program in Tennessee. There are only 5 state depositories: TSLA, ETSU, Memphis Public, University of Memphis, and UTK. Each receives two copies of a

publication distributed directly by the agencies.

Patrick explained how not much has been done with the 1991 document generated by the GODOT Task Force. Most State web pages are not archived. Most State agencies are only concerned with current awareness, and are not thinking or concerned with preservation. A State plan is needed, and should include the electronic depository collection. This could be similar to other Tennessee Electronic Library (TEL) databases.

Questions to consider were thrown onto the table for discussion”

1. Do we target historical documents, maybe suitable ones for the TSLA digitization project?
2. Do we also target Tennessee Federal documents?
3. Do we also include local municipality documents and web sites?

The number one concern is funding, followed by space, management of this ‘database’ and who’s is going to be responsible for it. Another consideration involves the electronic original. Should it be kept with the producing agency?

There are many fragmented sections, but there needs to be one searchable database, aside from politics. Currently, the Publications Committee and the TSLA are separate, but both under the Secretary of State.

Janette Prescod suggested bringing all of the stakeholders together at the State level to get things moving and come up with a plan to share the workload. Maybe there’s money available through a grant to fund this project.

The previously mentioned issues and questions need to be prioritized first. Next, we need to understand the chain necessary to endorse this plan, and act on it with appropriate timing.

Wang-Ying Glasgow suggested that funding may be available for a source similar to the one that funded the State newspaper project.

Amy Stewart-Mailhiot asked if there are any models we could follow from another state. Janette Prescod inquired about using the FDLP model currently being done.

To summarize the discussion thus far, GODORT members need to:

1. Come up with a new plan that includes current and historical, as well as special interest subjects
2. Figure out who can approve this plan
3. Prioritize the projects
4. Seek out funding sources

This could be, and should be a part of TEL, where it’s useful to ALL Tennesseans. Keeping this in mind, legislators need to understand the importance of this and endorse it. Bob Huguenin suggested bureaucrats and politicians need to have a say, or at least a piece of this project to make it more “sellable.” May we need to take to out State Representatives and explain WHY we need this. Kevin Reynolds asked “What’s our catch to this?” The answer is ‘Citizen Access!’

Other states are doing this, and Tennessee needs to get on board. There is a great importance on archiving these Web sites and documents. We should also get the support of

TLA. Kevin Reynolds would like to get going on this and present this project to the TLA Board at their meeting in January or February.

Some issues we need think about is the identification of Tennessee historical documents, storage of all collections (space). Each of the three 'collections' (State publications and Web sites, Federal publications related to Tennessee, and local municipalities publications) previously identified has two parts:

1. a historical archive (microfilm)
2. current information (Web access)

The entire list of State publications is still available to everyone on the Web. Only about 20% of them are cataloged at the TSLA (those in OCLC), according to Kassie Hassler. If you need a paper copy mailed to you, contact Kassie for a list

Janette Prescod suggested that we could start with the State library project and build our plan from there. We need a description of what the TSLA is doing and then expand on it.

TNGOVDOC-L would be a good means to communicate progress on this plan with interested members.

Several members volunteered to work on various aspects of this project:

- Stephen Patrick – overall, big picture, plan, and list by phases; talk to Sandra William to see about polling other regional libraries
- Janette Prescod – physical description of TSLA work, with the help of James Staub and Kassie Hassler
- Kevin Reynolds – send out dates off TLA meetings; prepare presentation for winter TLA Board meeting

Discussion of FDLP Issues

Only two issues were raised, partly due to the fact that the FDLP Conference is after this meeting (October 17-20, 2004):

1. Print-On-Demand survey
2. New 5-year rule for weeding

Some can't spend any 'extra' money on a print-on-demand service. Not many responded to the survey.

A new 5-year rule applying to superceded documents is now more relaxed. It now gives librarians more leeway for discarding documents, but more needs to be on the superceded list.

TLA GODORT Business Meeting

Kevin Reynolds, TLA GODORT Chair, asked members if GODORT is going to sponsor a program at TLA in the spring. (TLA Annual Conference meets at the same time as ACRL next year.) Some program suggestions included:

- State of Tennessee Preservation Plan by Stephen Patrick (ETSU)
- Digitizing Tennessee Maps by Travis Dolence (UTK)
- TSLA digitization project by James Staub (TSLA)

Look at what the University of Alabama has done digitizing topographic maps, both 7 ½ minute and 15 minute quadrangles, arranged by county. UTK needs a flat-bed scanner, space, and student help for this project.

Kevin Reynolds pointed out that TLA GODORT has only 16 members. The bylaws state there must be 25, so promoting this round table is vital to our continued existence. The GODORT Web site is hosted by Vanderbilt University, and the link is finally up on the TLA page.

The last discussion was on what is going on at several other depository libraries – weeding, cataloging, pre-1976 cataloging, or whatever.

Kevin Reynolds gave everyone a charge to be thinking about topics and/or presentations for next year's TLA GODORT meeting in the fall.

The meeting adjourned at 3:25 PM.

Respectfully submitted,
Regina Lee
Secretary/Treasurer