

Strategic Directions for the Washington State Library

Kay Knapp

January 2001



*Washington State
Institute for
Public Policy*

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Washington State Institute for Public Policy

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The Institute's mission is to carry out practical research, at legislative direction, on issues of importance to Washington State. The Institute conducts research activities using its own policy analysts, academic specialists from universities, and consultants. New activities grow out of requests from the Washington legislature and executive branch agencies, often directed through legislation. Institute staff work closely with legislators, as well as legislative, executive, and state agency staff to define and conduct research on appropriate state public policy topics.

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Kay Knapp

EXECUTIVE SUMMARY

The 2000 Legislature directed the Washington State Institute for Public Policy “to study the mission, programs, and usage of the state library.” It further required that this work be coordinated with the Department of General Administration’s space utilization study.

Key questions for this study were:

- ✓ Are there options for redefining the roles and functions of the Washington State Library (WSL)?
- ✓ What value can the WSL add to the delivery of information to the legislature and state government agencies?
- ✓ Is the current location of the WSL on the capitol campus essential to its effective operation?

Information Needs

WSL’s mission is to provide state government with public policy documents and information and to support policy research for state employees. The study revealed the following themes regarding information needs:

- Information users want information delivered to their desktops, or minimally to their offices.
- Many information users, including legislative staff, need the most current information available, especially during a legislative session when information is needed immediately.
- Researchers and scientists generally have a longer timeline to complete studies and projects. But, they need access to a wide variety of policy and scientific journals and materials that are only now available through interlibrary loan.
- In order for these information needs to be met, the WSL must implement its strategic plan for 2000–2004.

Major Findings

- While WSL’s mission remains sound, the ways in which information is delivered to the legislature and state agencies needs to change significantly. One option is for WSL to facilitate agency libraries that are more specifically suited to the various work environments.
- WSL can add value to the effective delivery of information by purchasing, or facilitating the purchase, of online content.

- WSL can also add value by offering services, including reference services and training, that are based on sound business practices.
- WSL has taken notable steps to accommodate users' new information needs, but more progress is needed, especially in purchasing online content.
- The WSL book collection is significantly out of date.
- It is not necessary for the WSL to remain on the capitol campus to effectively deliver information to state government.

Recommendations

- Accelerate the move from print to online content by joining a larger purchasing unit with the publicly funded academic libraries.
- Focus WSL's activities more sharply than they are today. Implementing a limited market system by instituting fees for service would help clarify the relative value of services for users.
- Implement a more aggressive book "weeding" campaign.
- Reduce the physical presence of WSL on the capitol campus and develop more appropriate space for technical and service functions elsewhere. One option is to locate a reference and information services desk on the capitol campus (perhaps co-located with State Archives), and a public reading room with materials from the current Washington Room.

BACKGROUND

RCW 27.04 outlines the role and functions of the Washington State Library (WSL), which include:

- *Exerting leadership in information access and the development of library services (RCW 27.04.045(3)); and*
- *Maintaining a library at the state capitol grounds to effectively provide library and information services to members of the legislature, state officials, and state employees in connection with their official duties (RCW 27.04.045(7)).*

In keeping with the statutory direction, the current mission statement of the Washington State Library reads:

As the corporate library for Washington state government, we deliver information to the legislature and state government entities as they carry out public policy; and, as a leader in information policy, we partner with libraries and other entities to provide ready and equitable public access to information.

Approach

In a budget proviso, the 2000 Legislature directed the Washington State Institute for Public Policy (Institute) “to study the mission, programs, and usage of the state library.” The proviso further required that this study be coordinated with the space utilization study being conducted by the Department of General Administration.

This report highlights options for the future and describes the current WSL context rather than evaluating past performance of the Washington State Library. The rapid transformation of information in the workplace from print to digital renders the past less useful as a guide to the future than is usually the case. Key questions that guided the study include:

- Are there options for redefining the roles and functions of the Washington State Library?
- What value can WSL add to the effective delivery of information to the legislature and state government agencies?
- Is the current location of the WSL on the capitol campus essential to its effective operation?

Data and Methods

The following sources informed this analysis:

- Laws related to the mission, function, roles, and operation of the WSL;
- WSL documentation, including strategic plans, policies and procedures, WSL budget, user survey results, and library statistics;
- Approximately 70 in-depth interviews with WSL staff and commissioners, information users in the legislative, executive, and judicial branches of Washington State government, public library staff in the state of Washington, and information science experts;
- A Washington State University survey of a group of technically proficient information users in Washington State government (610 respondents);
- A focus group of information users and information science experts in Washington State; and
- Interviews and documents regarding state libraries in other jurisdictions.

The in-depth interviews supported all aspects of the study. For the most part, selecting candidates to interview was relatively straightforward. We talked extensively with WSL management and staff, staff in various public libraries, and experts in information science.

Selecting candidates from Washington State government (apart from WSL) was more complex because of the size and diversity of this body. Since the study focus is on future options, we targeted information users who have access to technology in the form of computers and the Internet. We started with interview candidates suggested by WSL and the Institute. We then asked those candidates for the names of others who might have different perspectives. Information users who patronize the WSL, as well as those who do not, were included. The interviews were structured around the following topics:

- Types of information used for work.
- Sources used to obtain the information.
- Frequency and speed with which information is needed.
- Importance of characteristics of information, such as currency, comprehensiveness, and reliability.
- Satisfaction with various information sources such as the Internet, the state library, and other sources.

In addition to the in-depth interviews, a brief Internet survey of information users was conducted by Washington State University. For this survey, we again targeted technically proficient information users and included employees who patronize WSL, as well as those who do not. The survey questionnaire, methods, and results are described in more detail in the Appendix.

CURRENT ROLES AND FUNCTIONS

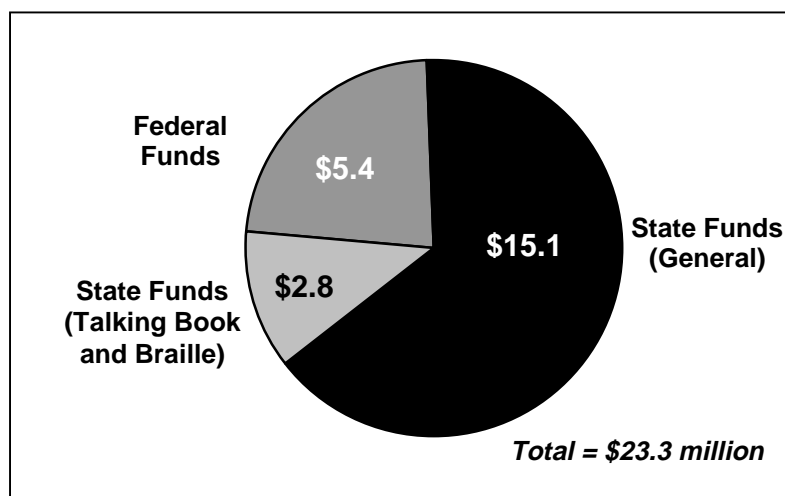
Libraries are traditionally categorized as *public libraries*, *academic libraries*, or *specialty libraries*. This categorization is based on library content, user needs, and information purposes. Washington State Library (WSL) considers itself a *corporate library*, a *subcategory of specialty libraries*. The two key functions of the WSL, as reflected in legislation and the WSL mission statement, are:

- To provide library and information services to the legislature and state government in connection with their official duties; and
- To facilitate information access to the public through libraries and other means.

WSL serves as the State Publications Depository, the Federal Document Depository, and a depository for state newspapers, as well as maintaining unique Washington State collections. These activities are related to the two key functions—supporting both the delivery of information services to government, and the facilitation of public access to information.

The two key functions have different funding sources. State government library and information services are primarily funded by the state. State funds for the 1999–2001 biennium totaled just under \$18 million, with \$2.8 million directed toward Talking Book and Braille.¹ Funding for base operations has remained essentially static for over a decade. The preponderance of funds for the second function come from the federal government through the Library Services and Technology Act (LSTA). Federal funds for the 1999–2001 biennium totaled approximately \$5.4 million.

Figure 1
Washington State Library Budget
1999 – 2001 Biennium (in millions)



¹ Services for blind patrons throughout the state.

Informing State Government

Key themes regarding information needs emerged from interviews and surveys. These themes are summarized below, followed by related quotes from the interviews.

Now that a variety of information is available electronically, people have ready access to materials that were previously available only in certain types of libraries. This development has created “multi-use” information users who are less satisfied with the limitations of traditional library categories. Over the past decade, the information needs and standards of legislative and agency staff have also changed significantly. Staff repeatedly noted in interviews that they used WSL frequently ten years ago and regularly visited the facility. Now, people in the same position rarely go to the library facility, and a significant proportion, especially in the legislative branch, rarely use WSL’s services.

The disconnect between some state information users and WSL is in part due to the increasing marketplace of information sources, particularly the Internet, as well as users who have learned to access information on their own. However, it is also influenced by a strong perception by many that WSL maintains a traditional view of the library—a place of physical books, documents, and other material, located close to its users, where the user contacts the library for service. Revolutionary changes in the information arena have created users who want information online, and for purposes of their work, do not want the inconvenience of having to visit a library building. Many people still enjoy browsing in libraries and bookstores for leisure and personal reading, but at work, efficiency prevails. Further, users want personalized assistance and customized information, as well as the tools and training to navigate without always having to go through a librarian.

WSL has recently embraced a more visionary plan that includes more desktop delivery of information and more personalized assistance and customized information.² These plans, which WSL is moving rapidly to implement, are discussed later in the report.

The following themes emerged from the in-depth interviews with information users:

- **Expectations and preferences about information have changed dramatically in the past ten years. *Information users want information delivered to their desktop, or minimally to their offices. They do not have time to physically travel to a library facility, even if it is relatively close.***
 - ✓ “I want a library to be electronically based, to never have to visit it.”
 - ✓ “I don’t have the luxury to leave my office in order to go get information.”
 - ✓ “We need online content and licensing agreements; the library might do that, but it could be done by another entity—it is a question of cost and who is in the best position to negotiate as a large group purchaser.”

² Washington State Library, *Washington State Library Five Year Strategic Plan 2000–2004*, Olympia, WA.

- ***Many information users, including legislative staff, need the most current information available. The Internet, Legislative Service Center, contacts in Washington and other states, and professional publications are their primary sources for current information. Users with these needs seldom use WSL, except to obtain an occasional journal or newspaper article.***
 - ✓ “With respect to legislation, there is a pressing need for currency of information.”
 - ✓ “The Internet is the most important source of information for legislative staff. We use WSL for older newspapers and historical research; older legislative history is in the archives, not at WSL.”
 - ✓ “Twelve years ago I did a lot of research at the state library. Now, once or twice a year I will go there to look up historical information.”
 - ✓ “Our agency needs absolutely current information. We also need to search, highlight, and cut and paste. The information has to be online.”
 - ✓ “Finding things on the Internet is frustrating, but searching often leads to serendipitous findings. I would be reluctant to turn searches over to others because of what I might miss.”
- ***There are times, especially during a legislative session, when information is needed immediately for it to be useful. Staff want information faxed or sent electronically.***
 - ✓ “I don’t have time to physically go to the library, especially during the legislative session. Sometimes I need to have information within 15 minutes.”
 - ✓ “During legislative session, currency of information and getting it quickly are critical.”
- ***Researchers and scientists generally have a longer timeline to complete studies and projects. But, they need access to a wide variety of policy and scientific journals and materials—essentially, an academic library.***
 - ✓ “Almost all the articles I need come from university libraries. We do not have direct access to the scientific journals I need for my work.”
 - ✓ “WSL is fantastic about getting articles that I need through interlibrary loan. Assisting state employees is a priority at WSL.”
 - ✓ “The library is wonderful. Having WSL copy and send the articles I need is like having additional staff.”
 - ✓ “WSL is great about intervening to help get materials from other libraries.”
 - ✓ “It’s wonderful not to have to make my own copies of articles.”
 - ✓ “Many of our scientists maintain associations with state colleges and universities in order to access the materials they need.”

- ✓ “We often contract with university faculty members to do studies, because they have access to university libraries.”
- ✓ “I used to go to the University of Washington library, but I don’t any longer because traffic has gotten too bad.”
- ***The tremendous amount and accessibility of information available diminishes the value of any single piece of information. Barriers to obtaining information, whether caused by the location of information or bureaucratic hurdles, are often not worth resolving for the users. They will simply rely on other sources.***
 - ✓ “None of the information at the library is unique—I can always get it somewhere else. That is true of other services they offer as well, such as training for Lexis-Nexis.”
 - ✓ “Requesting articles from the library is more cumbersome than it used to be. I won’t fill out forms—it is a barrier to getting information, and I don’t need barriers. There is plenty of other information around, and no one piece of information is that valuable.”
- ***The Pritchard Building location, the physical space, and holdings of the main branch are problematic.***
 - ✓ “It is cumbersome to gather information at the library—you have to get help from the staff because the library materials are not well organized.”
 - ✓ “There is no easy way to find things at WSL [Pritchard].”
 - ✓ “I never go to the library. There is no parking, and the building is cramped and uncomfortable.”
 - ✓ “There is inadequate work space in the library—I can’t spread out to do work there.”
 - ✓ “The shelves are filled with books from the 50s and 60s. What they have is not useful at all.”
- ***Four state agencies contract with WSL to provide library services. These agencies are very satisfied with library services. The close relationship of library staff with an agency’s employees results in a high level of trust and a strong understanding of employee information needs.***
 - ✓ “Our library staff know our business and thus are very helpful.”
 - ✓ “I work with our librarian to develop bibliographic lists. That is very helpful.”
 - ✓ “I haven’t needed to use a college or university library in years. Our agency librarian has made all the difference.”

- ***WSL is great at information retrieval, but that function is becoming less relevant. Users want WSL's role to change—to become a partner in addressing information needs.***
 - ✓ “WSL is rapidly moving to a ‘rust’ scenario—it is not being maintained because their function is not clear, and therefore it deteriorates until it no longer has value.”
 - ✓ “The best thing the library could do is establish a direct liaison with every agency—each agency needs specific knowledge and perspective.”
 - ✓ “I want help from people who understand our business and understand the level of detail that I need.”
 - ✓ “I want the library to be proactive in finding out what people want and to focus on information management, not just retrieval.”

Respondents' perspectives on WSL vary by the type of information user. With a state government population of over 65,000, there is obviously a diversity of needs. The three main groups of information users are as follows:

- The majority, who only *require information that is readily available* within their agencies or divisions and have no need for library or information services.
- Those who *require minimal assistance*. For example, some questions directed to WSL reference services are for general information that is easily retrieved from common sources (although increasingly people can find that kind of information on their own, and they turn to reference librarians for more challenging and complex questions).
- Those with *high information needs*. There are two users within this group: researchers with long-term projects, and policy analysts whose work feeds directly into legislation and policymaking.

Researchers With Long-Term Projects—Needs and Expectations. Researchers who are involved in long-term research projects describe their information needs and their interaction with WSL in traditional library terms—the researcher decides what information is needed, and the library retrieves it. Users who need this type of information are satisfied with WSL service. Information retrieval is a traditional library role that WSL does well.

Researchers generally develop their own bibliographies using online indexes and catalogues, often from university libraries. They rely extensively on academic journal articles that tend to be peer reviewed and therefore the quality of the information is well established. Some full text articles can be found in online databases purchased by WSL or by associations or universities with which the researcher is affiliated. However, many articles and other materials are not readily available online or if available online, must be purchased. In that case, a copy might be requested through WSL. WSL will copy the article from its collection or request a copy through interlibrary loan. Regardless of how the copy is obtained, WSL sends it directly to the requestor's office. As a result, it is not necessary for researchers to physically travel to the library.

Interlibrary loan is the backbone of this retrieval system. It can take from a few days to two weeks to get material through this process, but that delay is not a prohibitive barrier for those conducting long-term research projects. Despite satisfaction with WSL information retrieval, almost all researchers expressed a preference for access to online content so they could retrieve articles themselves. This preference will likely become an expectation as colleges and universities increasingly provide online content to their students during their professional training. Online text can be quickly perused to determine its value before, or instead of, acquiring a hard copy. Online text can be searched, linked with other text, and electronically cut, pasted, and modified. These are powerful features that information users increasingly desire.

Legislative and Policy Support—Needs and Expectations. Staff who directly support legislative and policy development stressed their need for current information. Many noted that information even a year old is often outdated for their purposes. Information on legislation, policy, programs, and evaluations from other states is often needed, and for this, analysts can turn to the Internet, as well as direct contacts with colleagues in other jurisdictions and/or organizations. Federal documents are accessed online and Washington State documents are acquired from the publishing agency.

These analysts report that they used the state library frequently 10 or 12 years ago but seldom or never use it now. Some turn to WSL for occasional historical information, such as older newspaper articles or government documents. WSL online and other digital services receive limited use from this group. One agency analyst noted that journal articles are of no use in his work because by the time an article goes through the peer review and publishing process, the information is out of date.

Unlike agency researchers, these analysts do not need or want information retrieval services. To the extent that they might welcome assistance, it is in assessing the quality of information from the Internet and facilitating searches so that the resulting information is manageable and targeted. Unlike the researchers who rely on peer review to certify the quality of published articles, analysts who need absolutely current information cannot rely on an institutional imprimatur of quality.

Several individuals expressed interest in partnering with WSL for their searches if they had confidence that the librarian understood the context of their projects well enough to add value. At this point in time, many analysts lack such confidence. WSL's outdated book collection is well known to the analysts, as is the organization's focus on information retrieval. These factors reinforce a common perception that WSL is a traditional library that is primarily useful for periodical retrieval and historical research. While these functions are occasionally accessed, it does not address the basic information needs of this group of analysts.

(A later section of this document addresses WSL's plans to address these limitations.)

Copyright Issues, Interlibrary Loan, and Document Delivery

The fair use doctrine in federal copyright law generally allows an individual to make a copy of information for personal use, but copyright restrictions limit copying for distribution. Congress and the courts have adjusted copyright law to take account of technologies such as Xeroxing. It is reasonable to expect that there will be similar adjustments to meet the needs of digital delivery of content.

Copyright restrictions are important to WSL because the library has relied extensively on copying articles and materials for distribution and interlibrary loan to respond to information requests. While the current copyright and licensing restrictions are not new, WSL determined in 2000 to make a more concerted effort to adhere to them. The two most relevant restrictions are:

- (1) Copyright restrictions limit WSL to five interlibrary requests for articles from a title's issues published within the past five years. As an example, WSL can request any five different articles, or multiple copies of single articles, as long as the total number of copies made does not exceed five, from a title such as *European Economic Review* for the period 1996 through 2000. WSL maintains records of its interlibrary loan usage so that it can comply.
- (2) Under the fair use doctrine, WSL can copy only a single article from a particular journal issue, per request; the user, however, can copy multiple articles from a single issue by physically going to the library or by having the issue sent to them. If the issue is new or in demand by other readers, routing the issue to the user is usually not an option.

For a test period of March to July 2000, WSL found that adherence to these restrictions resulted in their not filling 200 requests for articles from state agencies. Annualizing these figures would result in 480 unfulfilled requests a year, which probably represents about 15 percent of requested articles.

After this test period, WSL instituted commercial document delivery as the means to obtain articles otherwise not available due to copyright restrictions. Document delivery involves just-in-time delivery of single articles for which WSL pays a fee. WSL established contracts with three vendors who offer copyright-cleared articles for a fee that ranges from \$10 to \$40 per article. WSL is not limited to using these three vendors, but the materials that can be accessed through the vendors include many periodicals with a high request record during the study period. A contract allows for automatic drawdowns from an account to cover the document delivery fees.

An alternative to fee-based document delivery is to subscribe to the Copyright Clearance Center (CCC) which provides on-site licenses for a wide range of content, and costs about \$100,000 a year. However, CCC does not provide clearance for much of the scientific content that is needed by state employees.

The fee-based document delivery approach currently adopted by WSL works as follows:

- When WSL receives a request for an article, records are checked to determine whether document delivery is the best option (WSL does not subscribe to the journal, the request exceeds the interlibrary loan guide of five, or the request involves multiple articles from a single source).
- If document delivery is the best option, WSL uses “First Search,” a portal into multiple vendors to locate and order the document.
- At this point, the document is delivered to WSL and WSL forwards the document to the user.

WSL is evaluating the usage, accuracy, and timeliness of the process, including services from the three contract vendors. After the trial period, documents will presumably be delivered directly to the user. The documents will eventually be delivered online. At this point, WSL pays the fees for commercial document delivery, just as it absorbs the costs of interlibrary loan.

Librarians estimate that the actual cost of interlibrary loan (figuring staff time for borrowers and lenders, copying, and distribution costs) is \$30 to \$35 per transaction. The cost of interlibrary loan increases when there is an immediate (one to five day) need for the material. More detailed cost estimates of interlibrary loan are difficult to find. Estimates of transaction costs are not divided into costs to the borrower and lender. The most common description from librarians is that it is “very expensive.” Most of the cost is indirect in the form of staff time and equipment usage. By contrast, the costs of commercial document delivery are direct and specific.

Interlibrary loan is used for books and other materials, as well as periodical literature. As has been noted, legislative and agency staff frequently commented on the outdated books in the WSL stacks. The age of the book collection in part reflects the library’s essentially static funding in the face of the inflationary cost of library materials and in part reflects the lack of weeding of the collection (discussed below). Legislative and agency staff also noted the general nature of many books in the stacks and described large parts of the collection as more suited to a public library than a library for state government. In fact, legislative and agency staff repeatedly mentioned that they more frequently used WSL books for personal use than for work purposes. The general “public” nature of the book collection in part reflects an earlier mission (until five years ago) to directly serve the general information needs of the public and to serve as a backup and enhancement to area public libraries. WSL maintains much of that public book collection in a storage facility in Tumwater.

The nature of the book collection is reflected in the interlibrary loan statistics. The main branch of WSL borrowed approximately 950 books for its customers in 2000. Approximately 9,500 books, including books from the Tumwater storage facility, were loaned to other libraries. WSL staff confirm that many books loaned from the WSL collection are from its public collection. The transaction costs of interlibrary loans are relatively high. Clearly, the costs of maintaining this public collection substantially outweigh the benefits to state government.

WSL is currently weeding its book collection, due to be completed in June 2001. An aggressive weeding is overdue—WSL staff noted that the collection had not been reviewed for 35 years. Many of the books more appropriately belong in public libraries and relocating them will save interlibrary loan costs for book lenders and borrowers.

Adding Value for Information Users

Some of those interviewed questioned the value of WSL as it has operated in recent years. While researchers are grateful for WSL's traditional information retrieval, they also express a preference for online content that they can access directly. WSL has developed plans that respond to these concerns; some of these plans will be implemented as soon as June 2001.

Legislative and state government users would welcome services that add value to their information searches. Two ways to accomplish this are the purchase of online content and adding value to content.

Purchase of Online Content. Given the preference for desktop delivery, *purchasing online content is preferable to print*, where possible. Online content is preferable to other digital formats such as CD-ROM because it is dynamic rather than static. CD-ROM must be reissued when updated, or alternatively, the user must go online to get updates between CD-ROM versions, as with the Premise Westlaw product. Currency is easier to maintain with online format; the most recent version is obtained each time it is accessed. Digital publishers are focusing their efforts on online content and are abandoning other media like CD-ROM.

WSL currently purchases the following online and other digital content:

- Lexis-Nexis (legal materials)
- Proquest (basic set of periodicals)
- Washington State newspapers
- EBSCO (periodicals and other information)
- OVID (health and medical information)
- Premise (CD-ROM version of Westlaw with online updates)

Purchasing online content is complicated. There are multiple vendors, some with unique content. For example, Reed Elsevier owns a significant portion of the scientific and medical periodical research literature. If you want that content (whether print or online), you must contract with them. Other content is available from more than one vendor. There is considerable overlap, for example, between Nexis content, owned by Reed Elsevier, and Dialogue content, owned by Thomson Publishing.

An indication of WSL costs for online data is displayed in Table 1.

Table 1
Illustrative WSL Costs for Online Data

| ONLINE DATA SOURCE | APPROXIMATE ANNUAL COST |
|--------------------|-------------------------|
| Lexis-Nexis | \$60,000 |
| Proquest | \$5,000 |
| EBSCO | \$6,000 |

Proquest is purchased in cooperation with other libraries in Washington as part of a statewide database licensing pilot. Half of WSL's Proquest cost is subsidized by federal Library Services and Technology Act (LSTA) funds to demonstrate the utility of statewide cooperative purchasing of online content. About half of the Lexis-Nexis costs are charged to the government entities that use the service.

Given the proclivity of users for online content, WSL should accelerate the move from print to online content. What has held back this move up until now? One barrier has been WSL's relatively static funding in the face of inflationary library materials. For example, WSL subscribes to half the number of journals in 2000 that it did in 1989. Online information can be somewhat more economical to purchase than print, especially when the purchasing is done via a larger consortium or unit. But, online information is only slightly less expensive than print, and the cost savings occur only if the print versions are relinquished rather than duplicated. In the past, WSL has been reluctant to relinquish print materials, as evidenced by the age of WSL's book collection.

WSL management shows some signs of making the transition from print to online information. For example, there are plans to substitute commercial document delivery for journal subscriptions that are used infrequently. On the other hand, WSL does not have staff dedicated to the purchase of online content for state government. A highly skilled WSL employee leads the statewide database licensing project, but that purchasing is primarily directed at public and other libraries and is supported by federal funds. While this project will provide some benefit to state government, state employees are not its focus.

The lack of skilled staff dedicated to the purchase of online content for state government is in part due to budget constraints. However, print materials require substantial staff to receive, process, catalogue, and shelve. WSL management is poised to reallocate existing resources to pursue this key online function.

In addition to accelerating the transition from print to electronic information, it is time to examine the type of content purchased by WSL. The current emphasis in state government on performance measurement and best practices, and the use of solid research in choosing policies and programs, suggest *an increasing need for traditional academic journals and periodicals*. As noted above, many who were interviewed commented that academic affiliations are valued and maintained in order to retain access to college and university

library material. Others contract with university faculty to do research projects so that university library materials will inform the projects. Academic and scientific materials can be expensive. For example, a subscription to a scientific journal might cost \$4,000 a year. Public funds are already being used to purchase this type of content for publicly funded colleges and universities. ***Online purchasing power is enhanced by joining a larger purchasing unit, and the logical choice is a stronger partnership between WSL and the publicly funded academic libraries.***

A limited consortium now operates with WSL, The Evergreen State College, and St. Martin's College. While an expansion of the purchasing partnership to include all publicly funded colleges and universities might be beneficial to WSL, there are obstacles to such an arrangement. Some barriers are derived from traditional views of how libraries are categorized, with academic seen as different from corporate libraries. Vendors sometimes are organized around markets that segment academic from corporate or government libraries. Library management and staff can also create barriers by viewing their interests and users as separate and distinct from other types of libraries.

Partnerships always raise issues about who is in charge, how decisions are made, and where conflicts are to be resolved. In this state, conflict that occurred 20 years ago over the Washington Library Network (WLN, later renamed the Western Library Network) continues to color current relationships. WLN was a computerized cataloguing and database network developed by WSL in the 1970s and run on Washington State University's mainframe computer in Pullman. Some in the library community widely praised the product. Others, especially those in the academic community, were less satisfied because WLN was seen as directed more toward public libraries than research libraries. Its detractors resented the product having been "forced down their throats." The Network was eventually spun off as a non-profit agency, and later merged with a nationwide and more universal service, OCLC (sometimes referred to as "Online Computer Library Center," but at this point OCLC is a stand-alone name rather than an acronym).

The advantages of cooperation are clear to some libraries in the state, and such cooperation has been supported by the Washington State legislature. The libraries of the six Washington State publicly funded colleges and universities (University of Washington [UW], Washington State University, The Evergreen State College, Eastern Washington University, Western Washington University, and Central Washington University) have established a Cooperative Library Project (CLP). The libraries have essentially combined their collections and plan to provide 48-hour turn around time for material requested between sites. The CLP is in the third year of cooperatively purchasing online content with a \$345,000 appropriation for this time period.

The cooperative has been successful in leveraging purchasing power and sharing resources to enhance content for all of its libraries. For example, initially UW was the only institution in the state with a subscription to ISI Web of Science. Extending that resource to the other five institutions was a high priority for CLP. UW used one-time savings from revising their contracting year to fund five years of back-fill data from ISI Web of Science for the other five institutions. Thereafter, they will purchase the data as a consortium, and UW will save money (and recoup its investment) by having a lower renewal cost. Through consortial buying, five institutions have access to content they otherwise could not afford,

they will have an immediate high rate of return on their investment, and one institution will save money.

Building on that success, the CLP is requesting a legislative appropriation of \$1.5 million annually to jointly purchase online content, including index and reference materials as well as electronic journals. Sharing the online content would lessen the need to physically ship articles between the host and requestor college and would be much more convenient for students and faculty.

The Cooperative Library Project presents a unique opportunity to rethink the relationship between WSL and Washington State colleges and universities. It presents a unique opportunity for the legislature to leverage the public funds spent for scientific and academic information by extending the cooperative's online content to legislative and agency staff. WSL would like to join the Cooperative Library Project at a level and in a manner that makes sense for state government. The legislature might offer incentives to CLP for successfully negotiating with relevant vendors to include WSL in licensing agreements. Academic licensing agreements are generally based on full-time equivalent (FTE) students. This calculus is not appropriate for state government because relatively few of the 65,000 employees use scientific and other academic information in their work. Contracts for online content are usually based on past print usage. WSL recently completed an analysis of periodical use that should facilitate negotiations for their inclusion.

While consortial buying of online content holds great promise, not all materials are available in electronic format. Some historical and retrospective information is available only in print. In the WSU survey of technically proficient information users, 8.2 percent of respondents reported that they used journal articles in the previous two years that had been published more than 25 years earlier. Old journal articles are sometimes the only source from which to learn about the impact that specific conditions have on water, air, land, fish, insects, and animals.

Value Added to Content. Legislative and agency staff use WSL for information retrieval. In their most recent survey of users, WSL found that two-thirds of respondents use WSL to get a specific book or article. The in-depth interviews conducted for this study revealed that people use WSL for information retrieval because they perceive the organization does this activity and does it well. The interviews also revealed that many who use WSL to retrieve articles would prefer to get that information online and retrieve the information themselves.

Analysts in the executive and legislative branches do not need much traditional information retrieval. They want information services, including bibliographic support, reference services, Internet search assistance, better search tools, support in managing and organizing information and materials, qualitative analysis of sources, customized information feeds, and customized training in accessing and assessing content.

WSL currently offers various services that add value to content. Those interviewed reported satisfaction with WSL training sessions; other services received mixed reviews. For example, most users develop their bibliographies without assistance from WSL. One person who recently requested bibliographic service from WSL said that less than 10 percent of the items "hit the target." The biggest concern expressed was that library staff did not have the specialized knowledge necessary to add value to the information and

information searches. They wanted assistance from someone who understood their work context, including the required level of detail and quality of information. They do not want to be passive recipients of searches or organizing efforts. They want instead to be *active partners with librarians* who will add value to their work.

There is little question that trained librarians can be helpful in finding, retrieving, sorting, organizing, and managing information. But, people in many other disciplines and work settings also have these skills. The legislative and agency staff who were interviewed were obviously skilled in this task. Information gathering skills are expected in many work environments. The question is not *whether trained librarians can add value in the quest for information*—they clearly can. The question is rather *whether they add enough value to justify the cost*. This is not an easy question to answer and it will probably take a limited form of market system to determine that equation.

Fee for Service

At present, most WSL services are free to the user and thus there is no reliable way to determine which services are of the greatest value to users. Without a better way to gauge this relative value, future decisions about how to allocate limited budgets between content purchases and services will be a matter of guesswork and library preference.

It is clear that some information users only want content from the library. They develop their own bibliographies, use peer-reviewed sources, and are trained in how to organize, manage, and use the information. The scientific and academic journals they want access to, however, are expensive and likely to cost even more in the future. Publishers are merging and consolidating scientific information which is the most expensive type of information to acquire. Decreased competition in that area will almost inevitably lead to increased prices.

Other information users primarily access free information from the Internet, including public documents and legal information. These users want value-added services as discussed above. Where should limited funds be spent, on more content or more services?

One way to guide the allocation of limited resources is to use methods like surveys and focus groups to determine users' preferences. This is the approach that tends to be preferred by the library profession. These methods are useful for determining the relative preferences of a particular type of user. However, they are far less useful in guiding allocations of limited funds among competing user needs and preferences.

Some form of market system would help clarify preferences. WSL could develop a limited market system by implementing solid business plans that involve some level of agency payment for research services, training, and other services. This arrangement already occurs to some extent with agency libraries that contract with WSL for services.

Agency and Branch Libraries

WSL operates 13 branch libraries in addition to the main branch in the Pritchard Building on the capitol campus. These branches serve the state's institutionalized populations, as well as the employees who staff these institutions. Libraries at correctional, mental health, and other specialized population institutions have stand-alone circulation systems because those populations lack access to the Internet. Corrections branches have special collections in substance abuse, reintegration, resume preparation, anger management, foreign language, and GED test preparation.

Some agencies maintain their own libraries, located at their headquarters and some field locations. Four of these agency libraries, including the Department of Transportation, Labor and Industries, Utilities and Transportation Commission, and Natural Resources, contract with WSL to provide library staff and services. The Natural Resources library is so named because it is housed in the Natural Resources Building, but it is a cooperative library that serves the Interagency Commission for Outdoor Recreation, Agriculture, Natural Resources, Fish and Wildlife, Parks and Recreation, and the Governor's Salmon Recovery Team. The Department of Ecology maintains a library but provides its own library staffing rather than contracting with WSL. A Geological library is housed in the Natural Resources Building and has no formal relationship with either the Natural Resources library or WSL. This is a non-circulating library that was legislatively established in 1935.

For agency libraries, the agencies buy the collections. Employees sometimes loan, give, or otherwise provide their journals, reports, and other material. The contract staff in agency libraries are WSL employees, but they work at the agency, and some participate in agency management teams. Except in the case of the Natural Resources library, the staff salaries are paid by the contracting agency. WSL pays the half-time salary of the Natural Resources librarian.

Table 2
Agency Libraries

| AGENCY | AGENCY CONTRIBUTIONS | WSL CONTRIBUTIONS |
|--|---------------------------|----------------------------------|
| Transportation | Collections, space, staff | WSL staff under contract |
| Labor and Industries | Collections, space, staff | WSL staff under contract |
| Utilities and Transportation | Collections, space, staff | WSL staff under contract |
| Natural Resources <ul style="list-style-type: none"> • Interagency Commission for Outdoor Recreation • Agriculture • Natural Resources • Fish and Wildlife • Parks and Recreation • Governor's Salmon Recovery Team | Collections, space, staff | WSL pays for half-time librarian |
| Ecology | Collections, space | None |
| Geological Library (separate legislative authorization) | Collections, space, staff | None |

The in-depth interviews revealed dramatic differences in assessments of WSL and library services between those employees who had ongoing institutional relationships with librarians and those without that connection. The latest WSL survey of library users also found that agency library users, and some users of branch libraries, were more satisfied with library services than users of the main library. The institutional connection is helpful; however, ongoing relationships are equally important. During interviews, legislative staff recalled the past help they received from the Government and Washington Information librarian. When that librarian moved to another position in WSL, legislative staff were left with no one at WSL they trusted with their information service needs.

WSL Strategic Plan 2000 – 2004

WSL management has become more energized over the past two years, and that change is reflected in their new strategic plan. Their vision for the legislature and state agencies is stated as follows:

State government employees and officials will have the ability to seamlessly access pertinent information from their desktops and work interactively with WSL librarians to anticipate and meet their information needs.

The plan identifies 20 strategic initiatives. Many are more tactical than strategic in nature, but four stand out in importance for legislative staff and agency employees. These are document delivery, agency-focused librarians, electronic reference desk, and a new model of service delivery.

- **Document Delivery.** This fee-based, just-in-time delivery of documents is an economical way to obtain material in accordance with copyright law. The strategy is to redirect funds from print subscriptions that are infrequently used and apply them to the fee-based system for requested documents. In addition to saving the cost of these subscriptions, this approach also avoids the cost of shelving, processing, and organizing these materials.
- **Agency-Focused Librarians.** The objective is to assign individual librarians to selected state agencies and thus provide personalized service. These librarians will gain a deeper understanding of the agencies' work as well as the employees' specific information needs. Agency-focused librarians can provide value-added services like organizing information, helping with searches, and assessing the quality of information and sources. The plan does not indicate where the librarian would be housed—at the agency or a central library facility—or indicate who would pay for that staffing, either the agency or WSL.
- **Electronic Reference Desk.** Technological advances have dramatically changed the possibilities for delivering reference services. Virtual reference desks are replacing physical reference desks and materials. An electronic reference desk is available 24 hours a day, seven days a week, from any location that has electronic access. Virtual reference desks generally include an "AskA" feature, that is, "ask a librarian" option. The user can electronically submit questions, and a librarian will respond electronically within a specified period with the response to the question or

links to the appropriate source. Compared to the requests received by librarians sitting behind reference desks, questions received from users in an electronic setting are often broader in scope.

- **New Model of Service Delivery.** This initiative is related to the electronic reference desk but also involves providing tailored and continually updated information delivery to the user's desktop, help with search methodologies, and electronic delivery of information. WSL plans to pilot this model before implementing any permanent changes.

These initiatives are an ambitious undertaking at one time, particularly in combination with the other initiatives outlined in the strategic plan. WSL is taking immediate action to implement the service revisions that will support analysts and other high-end information users. The vision, initiatives, and objectives outlined in the plan conform to the needs expressed by legislative staff and agency employees, both from in-depth interviews and from surveys.

A critical initiative that is probably assumed in the strategic plan, but is not specifically articulated, is an *explicit objective to purchase online content to replace print, where possible*. WSL differentiates between content format (for example, online information) and delivery systems (for example, desktop delivery) and places a primary focus on the delivery system. That is a reasonable emphasis, but given consistent user preference for online content, and given that not all desktop delivery (for example, desktop faxed images) necessarily provide the same advantages as online content, an explicit objective regarding online content would be beneficial.

The plan emphasizes just-in-time delivery of articles and books through document delivery and other methods. However, document delivery is designed to supplement holdings, and to replace low-use subscriptions. There is still a need for key periodicals, and that information is more valuable online than it is in print, because digital information can more easily be perused, searched, linked, copied, and pasted. Not only is online content preferable from the user's perspective, it also avoids the cost of shelving, storing, processing, and organizing print materials.

To accomplish this initiative, WSL would need: (1) staff knowledgeable in online content and knowledgeable regarding the content needs of state government; and (2) cooperative purchasing relationships with other libraries (most probably academic libraries).

Public Access to Information

Library Development and Aid to Libraries. WSL's mission includes the following statement: "... as a leader in information policy, we partner with libraries and other entities to provide ready and equitable public access to information." RCW 27.04.045 (3) defines a WSL role as "Exerting leadership in information access and the development of library services." Staff, management, and trustees of libraries in Washington are key audiences and recipients of that leadership.

While state legislation directs WSL to lead in the development of library services, in fact that function is funded primarily by the federal government (\$5.4 million for the 1999–2001 biennium) with a state contribution of approximately \$80,000. The current federal funding program, in operation since 1996, is authorized by the Library Services and Technology Act (LSTA) and administered by the Institute of Museums and Library Services. The level of funding for states is largely based on state population levels and is to be used in accordance with state plans submitted to the federal government. The federal government mandates that a state library agency administer these funds.

In addition to library development, most other states provide aid that goes directly to libraries. Washington, Colorado, Idaho, and South Dakota are the only jurisdictions without this type of state funding.

As the name implies, the federal Library Services and Technology Act prioritizes the use of technology as a means of improving public access to information. WSL uses the state's share of these federal funds for statewide projects, grants, and other services. For example:

- WSL is leading the effort to ensure that all state libraries are connected to the Internet with sufficient workstations to allow the public to access services electronically and to ensure that libraries can connect to statewide telecommunication infrastructures, like the K–20 Network.
- WSL is also leading the statewide database licensing project to cooperatively purchase information in electronic format. This project is being piloted with the purchase of Proquest and other electronic content. WSL is requesting a legislative appropriation of \$3.7 million for the next biennium (2001–2003) to help fund the cooperative purchase of electronic data for libraries throughout the state. Federal funds are subsidizing the purchase during the pilot phase, and many libraries will have difficulty paying their share of the cost without such a subsidy.

In addition to these technology developmental efforts, WSL provides substantial support to libraries via grants, training, technical assistance, and consulting on a wide range of issues. WSL contracts for the delivery of many of the training and consulting services. This assistance is particularly important to smaller libraries with limited budgets for staff development and training. Included among the requests are assistance for building design, collection development (including electronic collection development), grant writing, technology training, reference, and public outreach.

Library directors and staff report great enthusiasm for the WSL services they receive; this viewpoint was found in both the in-depth interviews for this study and the WSL library surveys. The electronic data purchased through the statewide database licensing project is greatly appreciated as is training, especially on technology.

The \$5.4 million in federal funds are dependent upon required state matching funds and maintenance of effort totaling about \$3.5 million. These state funds must be used for activities consistent with LSTA goals and plans. The state matching and maintenance of effort funds are currently used for the Washington Talking Book and Braille Library and

Department of Corrections branches; this allocation meets the LSTA goal to provide library services to “underserved populations.”

Given the essentially flat state funding for WSL, the state library has increasingly diverted federal funds to areas that had previously been funded with state dollars. For example, for the 1999–2001 biennium, approximately \$650,000 of the federal funds was allocated to the Washington Talking Book and Braille Library. Another \$325,000 was allocated for libraries serving corrections and other institutional populations. Some of WSL’s technological infrastructure is also purchased with federal funds when it supports statewide projects.

These are all appropriate uses for federal funds, but they are funds that were previously spent on or for other libraries in the state. Because of this history, directors and staff of other libraries in the state tend to view the federal funds as “theirs.” They empathize with WSL’s situation in the face of flat funding and understand the agency’s budget decisions. However, they would prefer that the state fund WSL at a level whereby the federal funds could be directed to other libraries throughout the state.

As noted earlier, most funding for developing library services is federal, not state. As a result, legislative involvement in this area has been minimal. The three funding choices for the state legislature with respect to library development and state aid to libraries are: (1) maintain the status quo, which will result in the continued allocation of federal funds to uses traditionally managed with state funds; (2) increase state funding so that the federal funds can be exclusively used for other libraries; or (3) increase state funding to supplement federal funds for library development and aid.

Library Statistics and Other Functions. WSL collects and disseminates library statistics on use and funding levels. These statistics benefit libraries and governments throughout the state, because they allow meaningful comparisons. As part of this activity, WSL worked with library representatives to develop common definitions and measures. Libraries send their statistics to WSL, and WSL compiles, reports, and disseminates the data to the federal government and back to the local libraries.

Library directors and staff report that these statistics are crucial to planning, management, and budgetary efforts. We repeatedly heard that if WSL did not perform this function, it would not get done.

In addition to the leadership role in compiling and disseminating library statistics, WSL participates in information policy groups throughout state government, within the state, and at the national level. Included among these are the Small Agency Cabinet, the Electronic Government Executive Steering Committee, Chief Officers of State Library Agencies, Western Council of State Librarians, Washington Library Association, and the K–20 Network Board. WSL also plays a primary role in the certification of librarians, although most certification is pro forma based on accredited library science degrees.

State Document Depository

By state law, WSL is responsible for “Collecting and distributing copies of state publications, as defined in RCW 40.06.010, prepared by any state agency for distribution. The state library shall maintain the state publications distribution center, as provided in chapter 40.06 RCW. The state library commission, on recommendation of the state librarian, may provide by rule for deposit with the state library of up to three copies of each publication” (RCW 27.04.045). “State publication” is defined broadly and inclusively. WSL has the authority to exempt specific state publications or classes of publications, but it chooses not to do so. As the state documents’ librarian noted, “only time will tell what has value and what does not.”

WSL maintains the state documents and also distributes copies to other libraries throughout the state. Each year a list of new documents (approximately 3,000) is published; a supplemental list is prepared monthly. Library staff check the Internet, call agency public information officers, and check their collection against documents printed by the state printer to identify publications they have not received and then request them. Despite efforts, it is clear that the collection is incomplete.

Space Issues. Because there is no uniformity in size and shape of documents, state documents require shelving that can handle a range of sizes and shapes. For regular library holdings, seven levels of shelves are used. For government depositories, only five or six shelves can be used because of the irregular sizing. WSL essentially ran out of room ten years ago in the state depository area, causing them to:

- Stop collecting maps and similar types of materials.
- Move existing map collections to the Tumwater storage facility.
- House materials on book trucks instead of permanent shelving.

These remedies, however, make it difficult to locate and keep materials in order. In addition, there is no workspace for state employees trying to access state documents.

Find-It! Washington. Find-It! Washington is WSL’s government information locator services (GILS) developed in response to a 1996 legislative directive. It resembles a search engine, is Internet-based, and is intended for citizens. In a sense, GILS was a product ahead of its time, always an issue in an area of rapid technological change. WSL has been lauded as a leader for its development, and GILS paved the way for other states. The Institute for Museums and Libraries awarded WSL a National Leadership Grant to replicate Washington State’s GILS in up to four other states.

The tool kit used in creating GILS was an early effort and relatively crude in comparison to what is commonly available today. The funding has not been sufficient to upgrade the product as technology has advanced. As a result, the search methodology is less powerful than people have come to expect. It provides for a weak, full-text search. Categorical searches are imprecise and less comprehensive, which suggests problems with the metatagging system. While a few users praise GILS, most express frustration with its limited search capabilities. There are now better tools to create “Find-It” software, and states that created later GILS systems, like North Carolina, were able to use these tools.

WSL, the Attorney General's office, and several other agencies are jointly developing "Find-It! Consumer," a consumer information portal. It is being developed and piloted with federal funds. Subscriptions from partners will sustain the funding after the pilot phase.

Usage. WSL does not separate state from federal document usage because all requests go through the Government Documents desk. In 1999, a total of 1,099 state or federal tangible documents were requested. This does not reflect requests for information that WSL fulfills using the Internet rather than printed documents. The source of these requests were as follows:

- 424 – State employees
- 275 – Students
- 253 – Public
- 147 – Unspecified

In addition, 1,500 federal documents were requested by walk-in customers and 1,300 were requested through interlibrary loan.

Legislative staff and agency employees often directly access recent federal documents via the Internet. They also access state documents from the Internet or request them directly from the publishing agency. State documents are conveniently available in other libraries that have full or partial depositories.

State documents are not indexed in all the inventory systems WSL users typically access, and this limitation reduces usage. WSL users typically access one or more of the following inventory systems: (1) OCLC catalog, the most universal system; (2) Innovative Interfaces, the local system that services the consortium of WSL, The Evergreen State College, and St. Martin's College; and (3) Lasercat, a CD-ROM product that is derived from OCLC. WSL estimates that as many as 60 percent of the state documents do not appear on one or more of these inventory systems. People do not know to ask for, and librarians do not always find, documents that are not fully indexed.

Electronic State Documents. Several agency employees expressed frustration with the number of copies of state documents required to be sent to WSL (three for WSL, 15 if they distribute to full depositories, and 50 if they distribute to partial depositories). Agency representatives would clearly prefer to submit an electronic document and be done with it. WSL has a strategic initiative to explore ways to "go digital" with state documents. The time frame for this exploration is fiscal year 2002 to 2004, with no plans beyond that point at present.

Federal Depository

WSL is designated as Washington's Federal Depository as well as a regional depository for Washington and Alaska. The regional status essentially conveys administrative and supervisory responsibility for the "selective" depositories in the region. The responsibility includes ensuring that a comprehensive collection is maintained in the region and discard

lists are supervised so that documents are appropriately retained. Regional depositories must provide interlibrary loan and reference services to both depository and non-depository libraries within the region they serve.

Having regional status comes with added responsibility and more documents. However, it also comes with more free materials from the General Printing Office for the state. WSL estimates that without the regional status, materials that are currently provided free of charge to WSL would cost about \$200,000 a year.

Washington Room

WSL maintains unique and historic collections about Washington and the Northwest in the Washington Room of the Pritchard Building. Some of these resources include databases of Washington authors, women legislators of Washington State, and indexes to Washington newspapers. Other historical information is also maintained, including documentation of Lewis and Clark's journey.

Many of those interviewed commented on the value they attach to the collections in this room. State employees spoke of using the Washington Room for personal research as well as work projects. The room is also used by the general public.

LOCATION AND SPACE

The Legislature directed that this study be coordinated with the space utilization study being conducted by the Department of General Administration. We asked users about the frequency and necessity of their visits to the main branch of the library. We also considered space needs in light of desktop delivery and electronic content.

Capitol Campus Location. It is not necessary for the WSL to remain on the capitol campus to effectively deliver information to state government. The preference of state employees and legislative staff for desktop or office delivery greatly diminishes the prior need for physical proximity.

A library presence on the state capitol grounds is anticipated in RCW 27.04.045(7) which holds that the state librarian will be responsible for “Maintaining a library at the state capitol grounds to effectively provide library and information services to members of the legislature, state officials, and state employees in connection with their official duties.” WSL could maintain a presence on the capitol campus in ways other than a dedicated building, including:

- A WSL-staffed reference and information desk on the capitol campus or co-located with State Archives.
- A public reading room with historical materials from the Washington Room.

Space Needs. Apart from room for staff, the space needs for the WSL minimally include:

- A facility that can adequately house the computers and other hardware needed to support the information functions;
- Adequate and appropriate space for state and federal document depositories; and
- Space for additional limited collections, especially older print, microfilm, and microfiche materials such as newspapers, journals, and classic books for state government.

The exact space needs of the central library would depend in part on whether current agency libraries are maintained and whether that concept is expanded. It would also depend on the nature of agency libraries—would older print material relevant to the agency be housed there, or would agency libraries rely on digital information, with older print material maintained in a central library facility?

Other space considerations include the following:

- One of the biggest frustrations users currently face is the lack of parking close to WSL. State and federal documents and other library material would be more accessible to the public if adequate parking were available.
- WSL is currently weeding its book collection. An aggressive weeding should substantially reduce the space needs of the book collection, which includes an

extensive proportion of out-of-date materials without historical value. Increasingly, old issues of journals are being made available via online content (JSTOR). JSTOR would substantially reduce the space needs for print journals.

- In addition to online periodicals, digitized reference is the other space saving strategy that libraries are using. Space is saved in two ways: (1) reference material is increasingly in electronic format which requires less space; and (2) as digital reference becomes a reality, many reference transactions are handled digitally which requires less physical space for staff.
- WSL has wanted a dedicated training lab to support its training efforts. WSL provides training to library directors and staff from around the state—training that is particularly helpful to small public libraries. Contract trainers train on location, but some of the training is done in Olympia as well.

OPTIONS FOR REDEFINING ROLES AND FUNCTIONS

State library agencies across the country share two functions: administration of federal aid, which includes library development and leadership activities, and collection and publication of statistics related to funding levels and use patterns for local libraries. Apart from these two activities, state library agencies vary greatly in their roles and functions.

To meet federal mandates, the only function that must remain with the WSL is the *administration of federal aid* and the attendant support of public, academic, and other libraries throughout the state.

Table 3 illustrates the diversity among state library agencies around the country (including the District of Columbia). The counts include the number of state library agencies that have primary or equally shared responsibility for the collection, service, or function.

Table 3
Functions and Roles of State Library Agencies**

| COLLECTION, SERVICE, OR FUNCTION | NUMBER OF STATE AGENCIES*** |
|---|-----------------------------|
| Administration of Federal Aid* | 51 |
| Collect and Publish Library Statistics* | 51 |
| Administration of State Aid | 46 |
| State Document Depository System* | 46 |
| Reference and Loan to State Government Employees* | 43 |
| Federal Document Depository* | 36 |
| Statutory Responsibility for Public Library Systems | 35 |
| Certification of Librarians* | 26 |
| Maintain Genealogy Collection | 20 |
| State Legislative Reference Research* | 18 |
| Maintain Law Collection | 12 |
| State Archives | 10 |
| State History Museum/Gallery | 3 |
| State Computer Center Operations | 1 |

*WSL has primary or equally shared responsibility.

**Ethel E. Himmel and William J. Wilson, *The Functions and Roles of State Library Agencies*, American Library Association, Chicago 2000.

***The District of Columbia is included.

The state library agencies in Iowa and Kansas are currently the most similar to WSL in terms of functions and roles.

While state library agencies vary considerably, they share common questions about the future given the proliferation of electronic information and resulting changes in library roles. State library agencies share a common interest in providing desktop delivery of digital information, cooperative purchasing of electronic data (for both public and state government audiences), and online integration across library, archive, and history and museum material to enable seamless searches.

When considering future options for WSL, one can easily feel torn by the many opportunities provided by the information revolution and the need for careful selection among these options, especially in light of the funding constraints facing Washington State government. The rapid change in information technology will go forward with or without WSL's active involvement. WSL can, however, take advantage of the benefits of this new era. Focus is needed, whether it is provided by WSL, the legislature, or the General Administration-established task force.

It is preferable for WSL to perform a few functions well than many functions poorly. For example, WSL has tried to maintain its print collection while adding online content in the face of static funding and inflationary collection costs. The result has been an inadequate print collection and insufficient online content. One remedy for this dilemma is for the legislature to increase funding. However, even if the WSL budget were to increase substantially, choices would still be necessary. It is important that WSL's mission and functions be clear, not just to WSL, but to other interested parties, especially those in state government.

In addition to the two functions that all state library agencies perform (administration of federal aid and collection of library statistics), the functions of state and federal document depository should probably remain with WSL. These are necessary functions, and there is no compelling reason to move them.

The study's findings suggest *three options for consideration in redefining state library roles and functions*. They are offered as options to the status quo—that is, to the current structure and functioning of WSL, including the plans that WSL is preparing to implement. Each option assumes the continuation of a centralized WSL that would perform the functions noted above, as well as others such as general reference services, purchasing, and training. The three options include:

- Developing a consortium of agency libraries.
- Developing a legislative reference library.
- Integrating state archives and WSL collections.

WSL's strengths and weaknesses to date in serving the legislature and state government employees suggest the first two options. The increase in electronic records and documents suggests the third option—to integrate State Archives and WSL collections. These options are discussed below.

Option: Consortium of Agency Libraries

Information users with access to agency libraries and librarians are considerably more satisfied with library services than those who must rely on the main WSL branch. Most of these libraries are funded by their agencies. We also found that since most library services are free, there is no reliable way to tell which services are of the greatest value to users, although survey and focus group methods can provide some guidance. Some limited form of market system would help clarify these determinations.

A consortium of agency libraries is an option that addresses both these issues. Each agency would determine their service and collection needs, just as the current agency libraries do. Catalogues would be merged so that others would know the holdings available throughout state government. Purchasing, especially online content, could be done centrally by WSL in cooperation with a larger purchasing unit such as the Cooperative Library Project. Agencies could fund content specific to their area. More general online content with value for a broader government audience (like Proquest) could be funded through WSL.

Space needs for agency libraries could be minimal, given digital reference and online content. The physical agency library might be a kiosk, or it might only be a librarian with a computer. Having the librarian on-site could help establish the trust and relationship necessary for productive partnerships. Such a presence can also facilitate training, because every interaction is a potential training experience. Printed historical and retrospective documents could be accessible off-site, retrieved as needed by couriers.

Virginia and Minnesota illustrate variants of a consortium of agency libraries. State agencies in the Commonwealth of Virginia operate agency libraries. The State Library of Virginia facilitates purchasing, training, technical assistance, and a cooperative catalogue for the agency libraries. The State Library of Virginia is a major presence in its own right, with the completion of a new library facility in 1996. It maintains the largest collection of historical documents on Virginia in the world, including the Commonwealth's archival material, state and federal documents, a general collection, and a genealogy collection.

Minnesota's state government libraries operate as the Capitol Area Library Consortium (CALCO) which includes 23 agency libraries and information centers serving the executive, legislative, and judicial branches of state government. The collections in the CALCO member libraries are supplemented with information from MINITEX, created in 1968 to share the University of Minnesota Twin Cities Campus library resources with other Minnesota libraries. MINITEX is funded by the legislature for cooperative purchasing of print and electronic information, document delivery (electronic when possible, overnight otherwise), and to provide bibliographic information for 150,000 serial publications. The MINITEX staff work for the state but are housed in the University of Minnesota Libraries in the Twin Cities. This relationship provides MINITEX with all university resources, but its constituents are the patrons of other libraries, including state agency libraries. The North and South Dakota State Libraries contract to participate in MINITEX. The state library agency in Minnesota is not directly involved in MINITEX; their primary role is to administer federal funds for library development.

One advantage of the consortium approach is improved services for agencies. For those who need information services, an ongoing partnership between the user and the librarian is needed. Increasingly, factual reference questions can be answered using free search engines on the Internet. Librarians who serve state government increasingly need to develop specialized knowledge about the culture and substance of users' work to add value. That is more likely to occur in an agency library than a centralized library.

By developing a consortium, the key advantages of a larger centralized library can be maintained. These advantages include centralized and cooperative purchasing, when cost effective, and the professional benefits that collegiality imparts for librarians. A consortium requires infrastructure as well as some time and energy to develop and maintain. The benefits of better information services, however, are likely to outweigh the costs.

An advantage of agency libraries is that they are more market driven than a centralized library. Users can more easily decide the value of information and services and determine trade-offs between content and services. WSL points out the flip side of the market—agencies might decide not to fund their libraries, especially when faced with continual budget cuts. That choice has already occurred with some state agency libraries in Washington, and further cuts might well cause others to be eliminated. Another concern is that large agencies can more easily fund libraries than small agencies. Small agencies could contract with larger state agencies with similar substantive interests for limited services, just as the smallest state agencies often do for accounting, payroll, and personnel services.

At present, agency libraries are sometimes perceived as a luxury item when WSL services are delivered to other agencies without cost. However, a consortium situation would differ from the status quo. Now, the alternative to an agency library is free services from WSL. The alternative to an agency library in a consortium would be services and content that the user could access and arrange, generally meaning those available for free in the marketplace, essentially the Internet.

If agency libraries are not established across state government, WSL should still institute fee for services to establish at least limited market value. For example, fees for training might cover the cost of materials and an instructor. Overhead and indirect costs like facility usage, planning, and marketing could be handled by WSL. This division would allow WSL to proceed with planning and marketing training sessions. Assessing fees to cover the remaining costs would ensure that the training is sufficiently valuable to staff. Similarly, fees for complex research or bibliographic work could be based on hourly rates depending on the sophistication of the research. The costs of other reference work could be covered by WSL.

The WSL plan to provide more personalized service via agency-focused librarians captures some of the spirit of this option. It addresses the improved services that come with a librarian who knows an agency's business and an is trusted by agency employees. It does not, however, satisfactorily resolve the allocation issues. WSL plans to provide the agency-focused librarians to *selected* state agencies. Limited resources mean that agencies will receive differential services, and lacking a market mechanism, WSL will make these choices.

Option: Legislative Reference Library

Several legislative staff in Washington State expressed the view that legislative reference librarians would add value to their work. Most staff use WSL infrequently because the librarians are not generally known to have expertise in either the legislature's work or the needs of legislative staff.

A legislative reference library is similar to an agency library in that it is designed to serve the legislature's particular content and service needs. A good legislative reference librarian creates tailored, proactive services for staff and legislators; provides customized alerting services delivered daily or weekly on topics staff and legislators have identified; and is always sensitive to the institutional environment.

A consortium of agency libraries would undoubtedly include a legislative reference library. If agency libraries are not developed, WSL should minimally assign one of its librarians to work with legislative staff. WSL has such a plan and expects to implement it relatively soon.

Option: Combining WSL and Archive Functions

People do not care whether the information they want is located in archives, state documents, or some other WSL collection. They just want the information, and they want it seamlessly. Washington has a tremendous opportunity to combine information from the state's archives and WSL in ways that will benefit users.

In an electronic environment, the skill sets of archivists and reference librarians become more identical. Their background and training tend to differ, but both groups are skilled at retrieving information, and any gap between them is closing fast in the age of the Internet. Both public records and documents will exist electronically in the future without physical artifacts, and thus both archivists and reference librarians will have to accommodate that format for storage, location, and retrieval.

As an indication of the convergence of functions, the State Archivist (who had earlier worked on the state GILS project) and the Department of Information Services are piloting a project that marks records with respect to their substance at the point of archival. An example might be a Department of Social and Health Services (DSHS) program that focuses on reading achievements in grades one through three among WorkFirst families. Archived materials from the program might be marked with the categories "reading," "grades one through three," and "WorkFirst" so that they can be identified regardless of where they are physically filed (by department, by year, or other storage category). Then, if someone is looking for archived material on reading in the early grades, the DSHS material can be easily retrieved, even though the user did not know DSHS had such a program. This system will make archival information as accessible as library information. The importance of archival information can be gleaned from the Washington State University survey of technically proficient information users. During the previous two years, 27 percent used information located at State Archives, even though archived material essentially cannot be searched. If the archival information were easier to search, its value and use would increase exponentially.

The Library of Virginia combines archival and library information service functions. Archivists and reference librarians work side by side. The groups jointly staff research and reference desks. The archivists and reference librarians have different areas of expertise, but either can get a search started and direct the user to further help if needed.

Archivists and librarians could function together to eventually make searches seamless for the user. This cooperation could occur in the context of a merged organization, as is the case in ten states, or it could happen with separate organizations. For example, New Mexico combines the functions in a single (new) building but did not merge the organizations. Co-location using a reference desk might be sufficient to provide better and more useful access to both sets of information. Users are increasingly impatient with physical and categorical impediments to finding and accessing information. A single portal or desk that accesses both archival and reference material would be a great step forward.

CONCLUSIONS AND RECOMMENDATIONS

Key questions that guided this study were as follows:

- Are there options for redefining the roles and functions of the Washington State Library?
- What value can the WSL add to the delivery of information to the legislature and state government agencies?
- Is the current location of the WSL on the capitol campus essential to its effective operation?

There are indeed options for redefining the roles and functions of the WSL. The digitization of information and its accessibility over the Internet make redefinition an inevitability. *While WSL's mission remains sound, the ways in which information is delivered to the legislature and state agencies needs to change significantly.*

- WSL can add value to the effective delivery of information by *purchasing, or facilitating the purchase of, online content*. Online purchasing power is enhanced by joining a larger purchasing unit. The six publicly funded colleges and universities involved in the Cooperative Library Project are seeking a legislative appropriation to purchase online content; much of this content is of value to state government. WSL should participate in the Cooperative.
- WSL can also enhance delivery of information by *offering services*, including reference services and training, that are *based on sound business practices*. At present, most WSL services are free to the user and thus there is no reliable way to tell which services are of the greatest value to users. Without a better way to gauge relative value to users, future decisions about how to allocate limited budgets between content purchases and services will be a matter of guesswork and library preference. Some limited form of market system would help clarify these determinations.
- Finally, it is *not necessary for the WSL to remain on the capitol campus* to effectively deliver information to state government. The desire of state employees and legislative staff for desktop or office delivery greatly diminishes that need.

The study's findings suggest the following recommendations regarding WSL:

- Accelerate the move from print to online content by joining a larger purchasing unit with the publicly funded academic libraries.
- Focus WSL's activities more sharply than they are today. Implementing a limited market system by instituting fees for service would help clarify the relative value of services for users.
- Implement a more aggressive book "weeding" campaign.
- Reduce the physical presence of WSL on the capitol campus and develop more appropriate space for technical and service functions elsewhere.

**State of Washington Year 2000
Survey of Information Users**

A Web Survey of Washington State Government Employees

Data Report 00-50
WALB
December 2000

Submitted by
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| | |
|--------------------------------|---|
| Title: | State of Washington Year 2000 Survey of Information Users: A Web Survey of Washington State Government Employees |
| Objective: | The Washington State Institute for Public Policy, in association with The Washington State Library, planned to conduct a survey of state government employees to help determine the needs and usage of information in government jobs. The data would allow the Washington State Library to help better serve the information needs of government workers. |
| Methods: | The survey questions were constructed from a list of study objectives provided by WSIPP. The questionnaire was then developed into a web-based data collection instrument using Info Poll, Inc., of Nova Scotia, Canada. Two email letters were drafted in order to facilitate a snow-ball sampling scheme. One letter was sent to information-technology contacts in each of the three governmental branches in the state. This letter described the study and detailed which types of government employees would be eligible to participate. The letter then asked the contacts to forward a second letter to all within their governmental branch who met the qualifications. The second letter also described the study and asked all who received it to participate. The URL for the web survey site was provided in this letter. The web site remained in operation for the entire month of December, 2000. |
| Results: | A final result of 610 completed interviews was attained. |
| Time frame: | November to December 2000 |
| Agreement with: | Roxanne Lieb Washington State Institute of Public Policy |
| SESRC Acronym: | WALB |
| SESRC Number: | 0363 |
| Data Report No.: | 00-50 |
| WSU - OGRD No.: | 10455 |
| Principal Investigator: | Dr. John Tarnai |
| Study Director: | Thom Allen |
| Deliverables: | This data report, the final questionnaire, and an SPSS data set, including open-ended comments. |

SESRC is committed to high quality and timely delivery of project results. The following list identifies the SESRC team members responsible for particular elements of this project.

Web Survey of Washington State Government (WALB)

| <u>Staff Member</u> | <u>Areas of Accountability</u> | <u>Elements of Project</u> |
|---------------------|--------------------------------|--|
| John Tarnai | Principal Investigator | assurance of survey research protocol, sample design, project and instrument design, final report for the contract |
| Thom Allen | Study Director | CATI, project management and coordination of survey tasks, data report preparation |
| Bruce Austin | Data Analyst | data cleaning, data management, SAS program, data set |
| Tim Lensing | Survey Supervisor | hire, train, supervise interviewing staff |
| Kristin Moore | Technical Assistant | edit questionnaire, prepare data report |

SESRC Professional Staff

All of the work conducted at the Social and Economic Sciences Research Center is the result of a cooperative effort made by a team of dedicated research professionals. The research in this report could not have been conducted without the efforts of interviewers and part-time personnel not listed.

Principal Investigators and Study Direction

| | |
|---------------------------|--|
| John Tarnai, Ph.D. | Director, SESRC |
| Don A. Dillman, Ph.D. | Deputy Director for Research & Development |
| Danna L. Moore, Ph.D. | Research Coordinator |
| Dretha M. Phillips, Ph.D. | Senior Research Associate |
| Dave Pavelchek, M.P.A. | Research Associate, Olympia |
| Paul Stern, M.A. | Research Associate, Seattle |
| Marion K. Landry, M.A. | Study Director II |
| Thom Allen, B.A. | Study Director |

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|---------------|---------------------------------|
| Rita Koontz | Administrative Services Manager |
| Sandy Johnson | Fiscal Specialist |
| Julie Nielsen | Accountant |
| Tammy Small | Secretary Supervisor |

Data Collection and Interviewer Supervision

| | |
|-------------------|-------------------------|
| Kent Miller, M.A. | Data Collection Manager |
| Jolyn F. Persons | Data Collection Manager |
| Damon Jones | Survey Supervisor |
| Tim Lensing | Survey Supervisor |
| Lori Lane | Survey Supervisor |

Data Management, Analysis, and Network Support

| | |
|---------------------|-------------------------------|
| Zoltan Porga | Systems Analyst/Programmer II |
| David Schultz, B.S. | Data Analyst I |
| Dan Vakoch, M.S. | Scientific Programmer I |
| Bruce Austin, M.S. | Scientific Programmer |
| Leona Ding, M.S. | Scientific Programmer |

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IBM-FORMATTED CD-ROMaffixed to inside back cover

I. SURVEY ADMINISTRATION AND DESIGN

BACKGROUND AND OBJECTIVES

In November of 2000, the Social and Economic Sciences Research Center (SESRC) produced and published a web-based questionnaire on workplace information usage for the Washington State Institute for Public Policy and the Washington State Library.

The survey would be used to gather information from Washington State governmental employees in order to help the Washington State Library improve the services it offers to state workers.

The purpose of this report is to document the procedures used, describe the data format, present the results obtained, and provide a copy of the survey instruments.

POPULATION AND SAMPLE

Description of Population

The population for this study consisted of Washington State government employees who typically use information in the workplace and who have access to the internet.

Description of Sample

A modified snowball sample design was used for this study. An email describing the study and the desired study population was sent to contacts in each of the three state governmental branches. In

Section I: Interview Design

turn, the contacts used their own email distribution lists to forward a second email to those people matching the population description. The second email described the study and provided the web site address (URL) where the questionnaire was located.

Accurate records were not achieved describing how many employees received the email invitation so no rates of response are included in this report. It should also be noted that the sample design is a non-probability measure, and as such, the scope of these findings should not exceed a very basic usage. Generalizations to the overall study population should not be made based upon these data.

INTERVIEW DESIGN

The 25 questions used in the questionnaire were constructed from a draft set of questions submitted to the SESRC by WSIPP.

The questionnaire first determines what branch of the government the respondent works for. The next seven questions ask how often respondents have used different types of information sources, such as journal articles or legal documents. The section that follows asks about what resources, such as the internet or libraries, the respondent uses most often when searching for information. The next seven questions ask about usage of the Washington State Library. The final four questions include two demographic questions, age and education, and two open-ended questions.

II. SURVEY IMPLEMENTATION AND PROCEDURES

PROGRESSION OF SURVEY

Once the final questionnaire was written, the survey questions were then programmed into Designer, an HTML forms program by InfoPol, Inc. of Nova Scotia, Canada. The form was published to InfoPol's server on November 28, 2000.

On November 29, email letters to government branch contacts were sent and the first respondents completed interviews that same day. Collection of the data continued through December with the last interview collected on January 4, 2001.

In total, 610 respondents submitted completed forms during the survey period.

III. DESCRIPTION OF THE DATA

CD-ROM

The data collected in this survey have been copied from permanently stored files on our department's Intranet to a read only compact disc included with this report. The data files are in SPSS format while the final report and open-ended comments are stored as an Adobe Acrobat file.

The original data can be found in the fully formatted SPSS file called “**WALB Data.sps**”. This report, which includes all open-ended comments collected from the respondents is saved under the file name “**WALB Data Report.pdf**”.

IV. GRAPHICAL FREQUENCY

LISTING

The following section detail the survey results with full color graphs and includes all open-ended responses collected from respondents. Missing values are not represented in this presentation of the results, but are included in the following section: **V. SPSS Frequency Listing**




Washington Fall 2000 Survey of Information Users

Live Report


















05-Jan-2001 1:14:24 PM

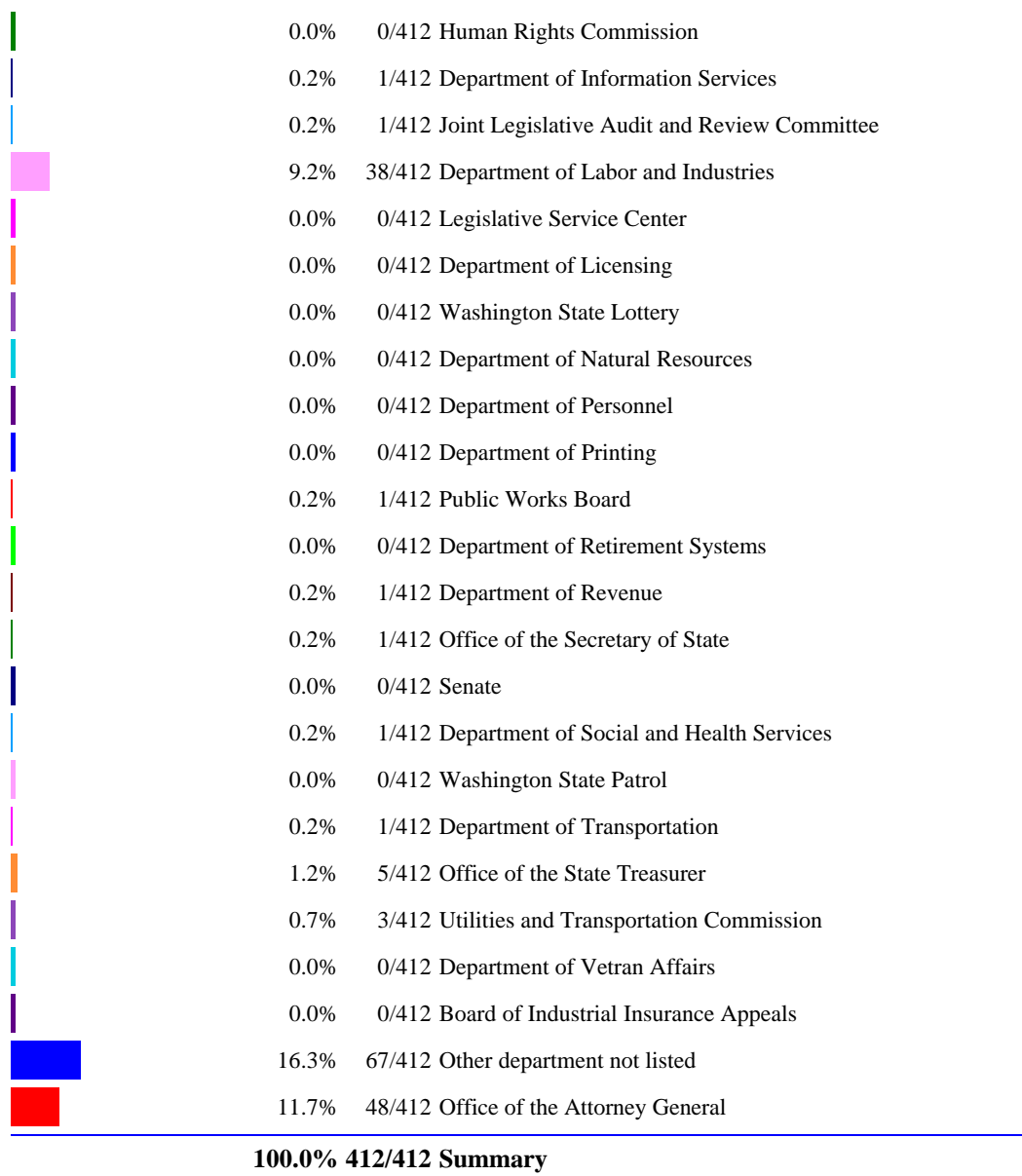
There are a total of **610** responses from 29-Nov-2000 to 04-Jan-2001.

1. First of all, which branch of state government do you work for?

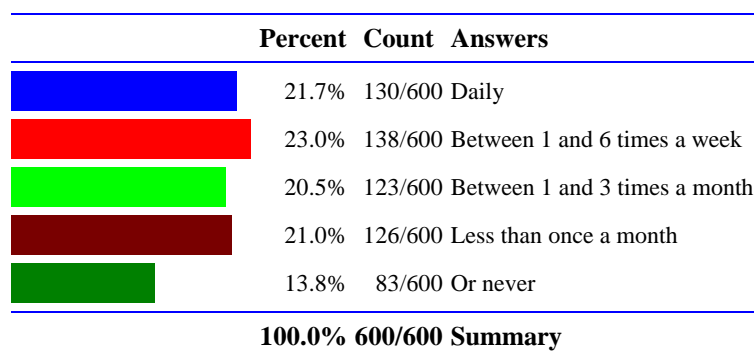
| | Percent | Count | Answers |
|---|---------|---------|-----------------------------------|
|  | 73.9% | 421/570 | Executive Branch ---> SKIP TO 2.1 |
|  | 11.6% | 66/570 | Judicial Branch ---> SKIP TO 2.1 |
|  | 14.6% | 83/570 | Legislative Branch |
| 100.0% 570/570 Summary | | | |

2. IF YOU ARE AN EXECUTIVE BRANCH EMPLOYEE: Which department do you work for?

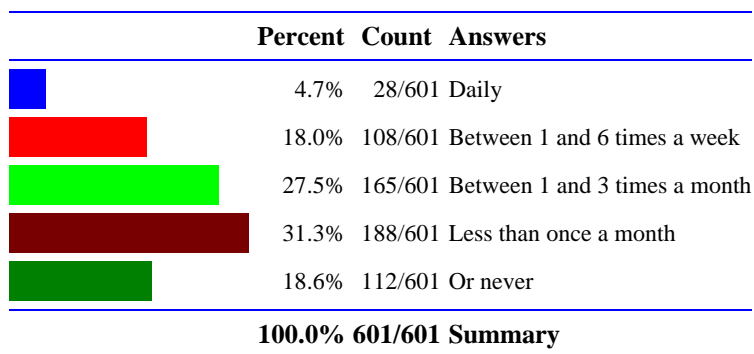
| | Percent | Count | Answers |
|---|---------|---------|---|
|  | 0.0% | 0/412 | Office of Administrative Hearings |
|  | 0.0% | 0/412 | Department of Agriculture |
|  | 0.0% | 0/412 | Office of the State Auditor |
|  | 0.0% | 0/412 | Code Reviser |
|  | 0.0% | 0/412 | State Board for Community and Technical Colleges |
|  | 0.0% | 0/412 | Department of Community, Trade and Economic Development |
|  | 2.7% | 11/412 | Department of Corrections |
|  | 0.0% | 0/412 | Deferred Compensation Program |
|  | 0.0% | 0/412 | Department of Ecology |
|  | 0.0% | 0/412 | Department of Employment Security |
|  | 0.0% | 0/412 | Environmental Hearings Office |
|  | 1.5% | 6/412 | Office of Financial Management |
|  | 0.0% | 0/412 | Department of Fish and Wildlife |
|  | 0.0% | 0/412 | Department of General Administration |
|  | 0.2% | 1/412 | Office of the Governor |
|  | 54.9% | 226/412 | Department of Health |
|  | 0.0% | 0/412 | Higher Education Coordinating Board |



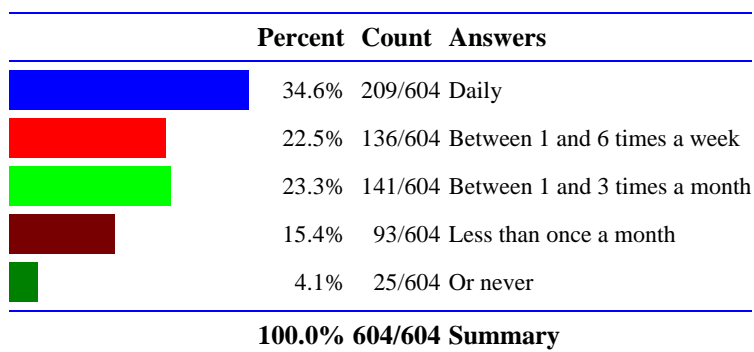
3. In the past year, have you used NEWSPAPERS AND MAGAZINES for work . . .



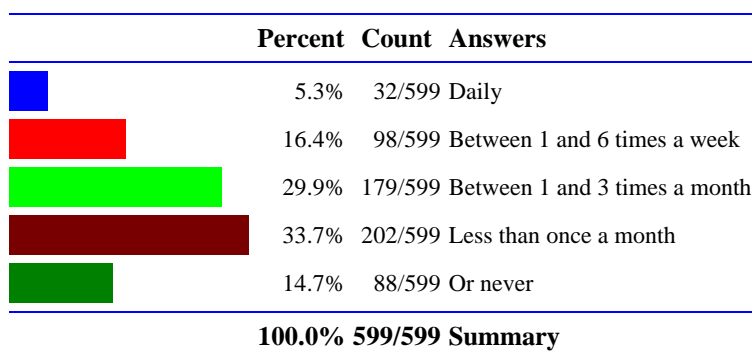
4. In the past year, have you used JOURNAL ARTICLES for work . . .



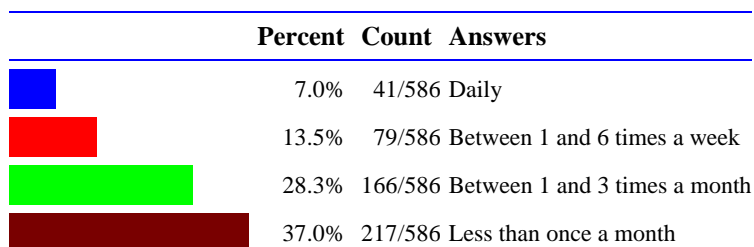
5. In the past year, have you used **WASHINGTON STATE GOVERNMENT DOCUMENTS** for work . . .




6. In the past year, have you used **FEDERAL GOVERNMENT DOCUMENTS** for work . . .








7. In the past year, have you used **OTHER GOVERNMENT DOCUMENTS** for work . . .








| | | | |
|---|-------|--------|----------|
|  | 14.2% | 83/586 | Or never |
| 100.0% 586/586 Summary | | | |








8. **In the past year, have you used LEGAL DOCUMENTS INCLUDING LAW REVIEWS for work . . .**

| | Percent | Count | Answers |
|---|---------|---------|-------------------------------|
|  | 14.5% | 87/598 | Daily |
|  | 11.4% | 68/598 | Between 1 and 6 times a week |
|  | 16.7% | 100/598 | Between 1 and 3 times a month |
|  | 30.9% | 185/598 | Less than once a month |
|  | 26.4% | 158/598 | Or never |
| 100.0% 598/598 Summary | | | |

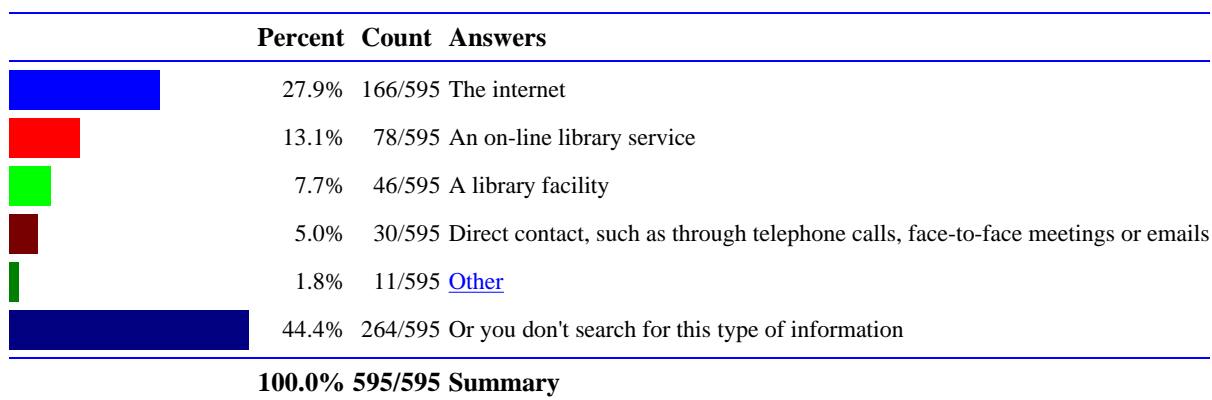
9. **In the past year, have you used BOOKS, such as non-fiction, etc. for work . . .**

| | Percent | Count | Answers |
|---|---------|---------|-------------------------------|
|  | 6.0% | 36/602 | Daily |
|  | 11.5% | 69/602 | Between 1 and 6 times a week |
|  | 24.6% | 148/602 | Between 1 and 3 times a month |
|  | 32.6% | 196/602 | Less than once a month |
|  | 25.4% | 153/602 | Or never |
| 100.0% 602/602 Summary | | | |

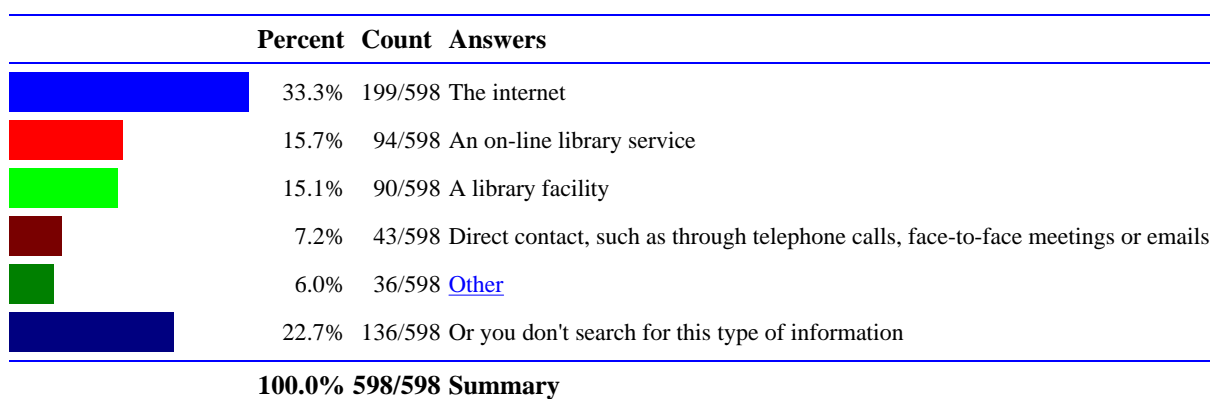
10. **Which resource do you use most often for getting NEWS OR CURRENT EVENTS for work?**

| | Percent | Count | Answers |
|---|---------|---------|--|
|  | 24.3% | 148/609 | TV, radio or newspaper |
|  | 48.1% | 293/609 | The internet |
|  | 1.1% | 7/609 | An on-line library service |
|  | 0.7% | 4/609 | A library facility |
|  | 14.8% | 90/609 | Direct contact, such as through telephone calls, face-to-face meetings or emails |
|  | 4.6% | 28/609 | Other |
|  | 6.4% | 39/609 | Or you don't search for this type of information |
| 100.0% 609/609 Summary | | | |

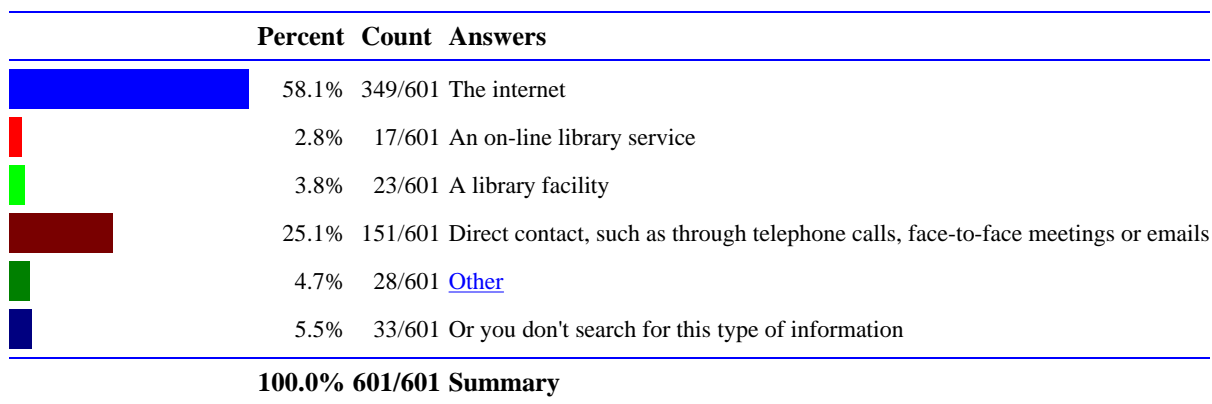
11. Which resource do you use the most often for getting **BIBLIOGRAPHIC INFORMATION** for work (such as pursuing abstracts or indices for making lists of articles)?



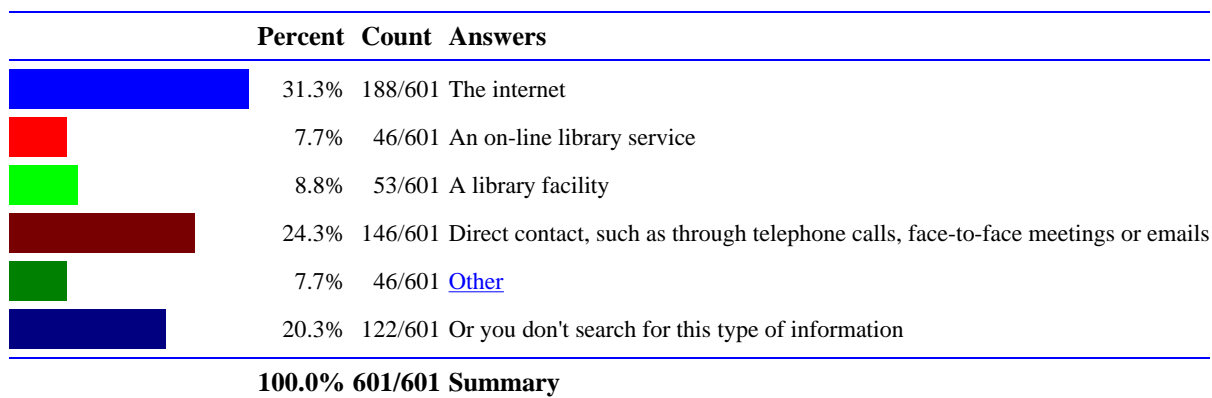
12. Which resources do you use most often for **OBTAINING JOURNAL ARTICLES** for work.



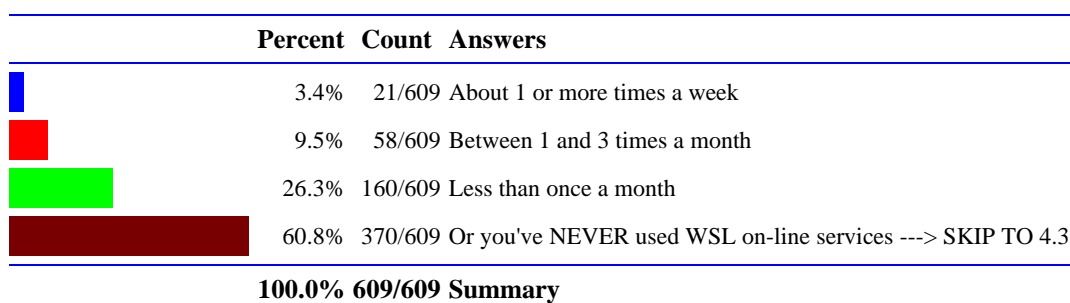
13. Which resources do you use most often for getting **GOVERNMENT INFORMATION** for work?



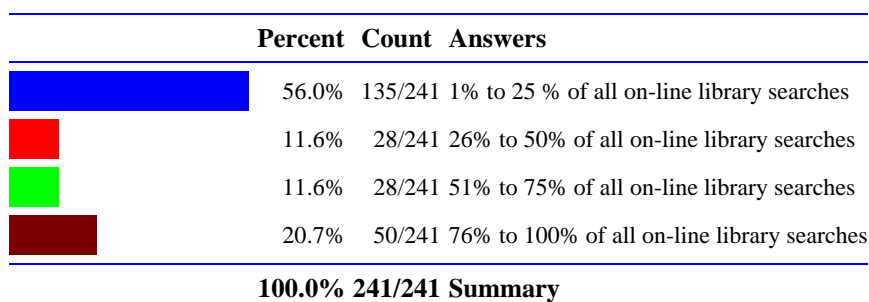
14. Which resource do you use most often for getting **LEGAL INFORMATION** for work?



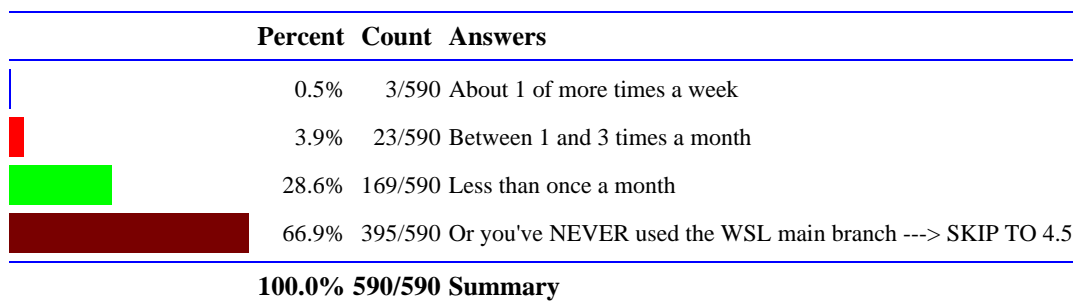
15. In the past year, how often, if ever, have you used Washington State Library services to conduct on-line searches? Would you say you've used WSL on-line services . . .



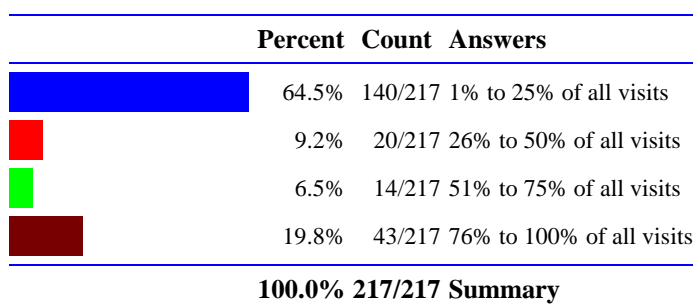
16. Considering ALL of the on-line library searches that you've done in the past year, what percent of those on-line searches were from the Washington State Library? Would you say . . .



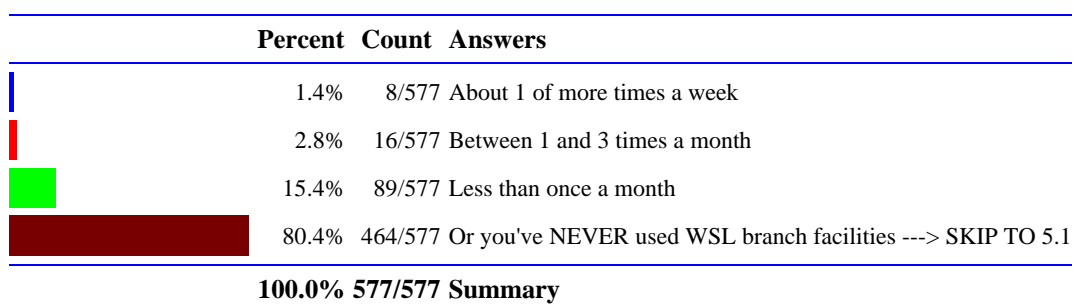
17. In the past year, how often, if ever, have you used the Washington State Library main branch walk-in facility in the Pritchard Building in Olympia? Would you say you have used the WSL main branch walk-in facilities . . .







18. **Considering ALL of the walk-in library facilities you've used in the past year, including public and school libraries, what percent of all visits were made to the Washington State Library main branch walk-in facility in the Pritchard Building? Would you say . . .**








19. **In the past year, how often, if ever, have you used Washington State Library branch walk-in facilities located in state agencies across the state (not including the main branch)? Would you say you have used the WSL branch walk-in facilities . . .**



20. **Considering ALL of the walk-in library facilities you've used in the past year, including public and school libraries, what percent of all visits were made to the Washington State Library branch facilities located across the state (not including the main branch in the Pritchard Building)? Would you say . . .**

| | Percent | Count | Answers |
|---|---------|---------|---------------------------|
|  | 71.6% | 106/148 | 1% to 25% of all visits |
|  | 8.1% | 12/148 | 26% to 50% of all visits |
|  | 8.8% | 13/148 | 51% to 75% of all visits |
|  | 11.5% | 17/148 | 76% to 100% of all visits |
| 100.0% 148/148 Summary | | | |

21. **The Washington State Institute of Public Policy is interested in better understanding the level of demand for older documents. In the last two years, have you checked out any of the following documents? Check all that apply.**

| | Percent | Count | Answers |
|---|---------|---------|--|
|  | 17.2% | 105/610 | Newspaper articles that are more than 2 years old |
|  | 8.2% | 50/610 | Journal articles that were published more than 25 years ago |
|  | 15.2% | 93/610 | Government documents that were published more than 25 years ago |
|  | 26.7% | 163/610 | Information located at State Archives |
|  | 7.2% | 44/610 | Information from the Washington/Northwest Collections located at WSL |

22. **When you are trying to access information from a library, what types of service or assistance or support would you most like to have?**

- [On-line access to information.](#)
- [card catalog](#)
- [1. Identifying resources within the library to begin searching for particular information. 2. If the library does not have particular information, help in identifying other places where that information could be found.](#)
- [Currently access materials and get questions answered by e-mail contact with the Washington State Law Library. It works fine that way. ma](#)
- [Cannot think of anything I would need](#)
- [current magazine articles chosen from photocopied magazine indexes that are provided by the WSL](#)
- [Topical Reference](#)
- [Access to journal articles](#)
- [Useful subject indexes to research materials.](#)
- [On-line access to all resources.](#)
- [A person to answer questions](#)
- [Internet access](#)
- [A more useful search engine with an accurate subject searching capability.](#)
- [n/a](#)
- [I access information from WSL so seldom that I need a lot of help finding what I need. I usually use Timberland or the Internet to get the information I need.](#)
- [Computer Technology and access to other judicial systems around the country](#)
- [I don't have any information about this service but would like to get that information.](#)
- [More health related journals.](#)
- [Legal Contract Information](#)
- [database on internet](#)
- [Organized enough to look it up myself, or assistance with the procedure](#)
- [Easy access to searches and searches that are easy to complete.](#)

- [One on one help.](#)
- [Research Librarian assistance. I appreciate being able to call the research librarians at the WSL and have them assist me in searches, answer my questions, and help me in general. For instance, the WSL research librarians have helped my Dept. of Health office think about and develop our own library system. So, they don't just help with finding documents -- they represent a great deal of knowledge about library science, etc.](#)
- [More current and timely environmental materials; books](#)
- [How to do it most time efficiently](#)
- [Help 1. in locating/obtaining books or articles; 2. with conducting searches](#)
- [I am not aware of what services are provided by the library. Maybe you should have an orientation packet for new employees \(been with DOH 1.5 years\). If available, I would probably access technical journal articles mostly.](#)
- [Computer](#)
- [Getting a hard copy of the reference](#)
- [I generally need to access relatively new technical books about computer software. I have not had much luck in getting them from libraries. Generally they must be purchased.](#)
- [Email access to a reference librarian. Abstracts and Journal Article reprints Bibliographic searches](#)
- [A real person to help if I need assistance.](#)
- [what is available and how to find](#)
- [Full-text, on-line journal articles related to the field of environmental health.](#)
- [either an easy to use search function on the internet or access to a live person via telephone \(preferably both\)](#)
- [Journal articles](#)
- [Personal help](#)
- [Assistance with searching medical and legal materials](#)
- [I like being able to use databases of articles to do searches. Also, being able to access information electronically, such as articles, is great.](#)
- [Email reference services, just in time services \(I don't need it on the shelf but I do need to have it quickly when I do in fact need it\)](#)
- [a person](#)
- [Actual text of the document online.](#)
- [Topical search, abstract and article retrieval \(hard copy, typically\)](#)
- [A research librarian who can conduct a research request for me.](#)
- [interlibrary loans --e.g.: "If it's not available here, where can I find a particular title?"](#)
- [It is imperative that on-line services \(such as CD Law\) be kept up to date. There should never be a need to remind the library that they need to install the updates. On-line services should not duplicate what is already available over the internet. Virtually all of the information could be offsite and, as research staff, I typically better know how to find stuff *in my subject area* than a librarian would \(who must have a broader background\).](#)
- [The most important thing in accessing information from a library is to know for certain that the information I receive is up-to-date.](#)
- [A facilitator that can tell me where to go for the type of information I am looking for. Not all indexes are user friendly.](#)
- [Internet](#)
- [TECHNICAL SUPPORT WITH SEARCHES](#)
- [Good on-line searches, lists and a person to talk to when I'm lost.](#)
- [Internet catalogs and check-out](#)
- [Instructions on the Internet or the state webs for finding things Also someone to talk with about searches for information.](#)
- [JOURNAL ARTICLES](#)
- [Searching archives for periodicals and news articles](#)
- [Just knowing where the various libraries are - I travel across the state in my job.](#)
- [People](#)
- [Help Desk](#)
- [A knowledgeable librarian.](#)
- [Just point me in the right direction!](#)
- [Bill Histories](#)
- [cross ference materials or a reverse directory of some sort](#)
- [Training on how to use what's available. More information on what's out there.](#)
- [Key words search, index of subjects or titles, just anything easy to access and find.](#)

- [Search services like the internet has.](#)
- [Locating the desired books; referrals to other possible helpful sources.](#)
- [seacrc access to all magazines, journals, newspapers that would otherwise cost me or my agency a fee.](#)
- [Staff assistance \(i. e. an actual person!\)](#)
- [I like emailing or telephoning a law librarian who can either direct me or get the information to me via attachment to email.](#)
- [web-based catalog book delivery or inter-branch transfer, so no/few visits are required](#)
- [web-based catalog book delivery or inter-branch transfer, so no/few visits are required](#)
- [On-line access to catalogue information; current books and journal articles; easy and quick inter-library loan process. In addition, it would be a tragedy to enterly replace hard-copies of documents/books/etc. with electronic versions. Although I am a very heavy user of electronic research technology, I often wish I had the actual book in front of me so I could scan the index and the table of contents and so I could flip through the book. It's much more time consuming \(or impossible\) to do that with electronic media. In addition, I frequently print out hard copies of what I find - either because they are easier to read and scan and can be marked and highlighted or in order to ensure continued access to the information and for ease of reference. Finally, a well curated library points the user in the direction of the best information as opposed to most electronic media - which just has every old thing included. Thus, while I value the electronic version of data, I also value the hard copies as equally useful in a different way.](#)
- [Research librarian](#)
- [research librarian](#)
- [Research in federal materials](#)
- [to be able to get to the information as timely and as simply as possible](#)
- [internet](#)
- [If I am having problems, I would like to have telephone assistance or support. Otherwise, I would be happiest with very fast, user friendly, on-line information.](#)
- [Newspaper articles and advertisements. Directly, film or fiche & online articles. Industry Reports, including SEC & other corporate filings.](#)
- [on-line](#)
- [business locator service](#)
- [live support](#)
- [usually do most of requests for access by e-mail](#)
- [Someone to point me in the right direction or use his or her resources to find what I can't but know I need.](#)
- [A librarian who can steer me in the right direction.](#)
- [Would like to have computers available with the capability to search on subjects or authors; it would also be nice if the library had people on staff who were knowledgeable with respect to what other resources are available and willing to share that information with people who visit the library.](#)
- [a live person who knows stuff](#)
- [knowledgeable staff as to where to look for historic documents](#)
- [an excellent reference librarian who, if I need direction, can provide it](#)
- [on-line services, walk-in libraries, reference staff.](#)
- [Knowledgable, professional, well-compensated staff.](#)
- [copies of atricles searches](#)
- [where to find stuff](#)
- [Reference help or personal assistance if I cannot locate what I'm looking for](#)
- [direction on how to use the machines and direction to the part of the library containing the materials I am looking for](#)
- [I usually do not require assistance.](#)
- [ability to call someone and ask for help](#)
- [Statutes, Rules, Law books, articles.](#)
- [Research assistance](#)
- [Telephone or in-person assistance in structuring search parameters, and/or focusing search in the right physical areas](#)
- [How to use all these systems you are asking about.](#)
- [Better INTERNET SERVICES](#)
- [phone and email](#)
- [I truly need indexes of historical documents. I would like an easy to use subject index that is available over the internet. Right now, I rely on a reference librarian to conduct subject searches for me looking for library materials.](#)
- [Knowledgeable assistance from a reference person to help locate a known documenmt](#)
- [Access to old documents not available on the internet. For example, I needed a Federal Register from the](#)

- 1970's a few weeks ago for a brief, but it was not on Westlaw. I finally found a version on a Title IX website that I had to take as accurate because I had no way at that time of night to check it out!
- Finding what I'm looking for; I know the type of information but may not know a source from which to locate it.
 - I need access to instructional materials on electronics, computer networks, wiring systems, power systems, including the 'codes' for them, from time to time.
 - someone or something that will help me locate what I need.
 - Easy, computer based quick reference.
 - The ability to have the library send the book to our office via campus mail.
 - Personal (live) assistance in where to look, whether online or in card catalog.
 - A very user friendly on-line data base of available volumes
 - locating old documents
 - Reference librarians who can help point in the right direction.
 - When unable to locate information, that the assistance would be able to lead me in the right direction, if not find the information
 - I am not hard to please. I like to have a knowledgeable librarian that is able to answer my questions regarding my search. The rest is easy enough if this crucial service is provided.
 - Good signage
 - interlibrary loan & copy services
 - Support staff who know where information is located and can help you correctly
 - Someone who knows more about the library resources than I do.
 - Someone to help me navigate and focus my search
 - The WSL has always been able to locate the documentation my office has needed. They aer extremely helpful and have staff who know how to locate things in a timely manner.
 - Quick on-line references/lookup.
 - Internet source, excellent search capacity
 - where do I find a document/book for which I know the source; and 'I need to know X, where can I find it'?
 - Someone there who can give me clues or shortcuts to finding what I need.
 - index to available documents on-line a live person to speak to when at a dead end
 - Easily searchable on-line catalog; easy access to a real person; suggestions for related resources
 - Ability to search for key words.
 - Knowledgeable research librarian
 - computer access/linkages to legal documents
 - copy machine/ service
 - On-line support or knowledgeable staff for online services.
 - a good subject matter search tool a person or email address to ask a question
 - On-line access, and indexes of databases to assist in searching (i.e. providing some means of searching other than keyword searches)
 - I would to see a good index or search engine that would return the articles or information that you are really looking for and cut down on the information returned that is not what you asked for.
 - N/A
 - knowledge of appropriate resoures & locations to search for information on specific topics
 - Literature research and retrieval
 - Newspaper article searches, professional journal searches, obtaining copies of same
 - Internet or on-line assistance
 - An easy to use and comprehensive search tool
 - Copies of scientific articles
 - Research assistance
 - Clear instructions for on-line searches, plus a person to answer questions and help direct the search if there is a problem.
 - FAST internet access and print out facilities
 - Ability to contact a reference librarian
 - online access to libraries linked off one central informational resource site.
 - If I'm unable to find the information I'm looking for, I'd like assistance to do more advanced searches.
 - Referral to the best on-line resources.
 - online assistance
 - Help finding it on the internet, if it's there
 - I'd like to have an email option to get answers as quick as possible (along with a user-friendly web site).
 - Help with database search
 - Call and ask for information and have them return it either by telephone, email, or campus mail.

- [Call in Support.](#)
- [Full text access to journal articles](#)
- [Search functions by word association on the internet](#)
- [Talking directly with a library assistant](#)
- [Reference services - Governmental Publications](#)
- [easy to use computerized systems](#)
- [On line step by step instructions](#)
- [Easy, helpful directions for computer use \(search, etc.\). It is often easier to not attempt to use the service than to be made to feel like a computer illiterate.](#)
- [When they do not have the information I am looking for, it would be nice if they could provide more assistance on where I might find it.](#)
- [computer based search tools](#)
- [literature searches](#)
- [First and foremost, phone or live consultation with a good reference librarian when I need help locating information, and, secondly, the \(continuing\) ability to request \(in person or by phone\) to have articles copied for me.](#)
- [getting journal articles - they are great for this - it would be nice if they could subscribe to the Social Science Current Contents](#)
- [HELP](#)
- [COMPUTER TERMINAL/LIBRARY CATALOG](#)
- [Obtaining specific journal articles](#)
- [Cross reference material/easiest access](#)
- [search capabilities](#)
- [Someone to ask where I can find what I'm looking for and then to take me there to help. I would also like her to talk me through it so I can feel more confident in doing it myself in the future.](#)
- [Help with internet searches and access to on-line indexes](#)
- [On-line information that is easy to access and easy to navigate.](#)
- [Internet search or \(if in person\) a knowledgeable customer service representative](#)
- [customer-friendly search engine](#)
- [INTERNET, COMPUTER DATABASE](#)
- [currently I find it fine. an e-mail or a phone call always results in quick and helpful response from library staff](#)
- [assistance in getting journal articles quickly](#)
- [searches, and distribution of articles in a timely fashion](#)
- [electronic access to complete asbtracts or the entire article.](#)
- [Remote access to search catalogs and make requests \(e.g., I work in Seattle\). Items sent/returned by mail. Inter-library loan \(since often you don't have a book\). WSL acquisition of requested book.](#)
- [Quick access--often have limited time Online ability to search library holdings and catalogs Have materials sent to the office \(and be able to return via campus mail\) Ability to access materials and services from other non-branch libraries quickly \(many of the journals and books I use are health related--the most comprehensive holdings are at the UW\)](#)
- [bibliography searches; on-line journal articles](#)
- [Direct internet access from work site to do search including linking to UW health library. I have not had the time to do the number and levels of search I would like to.](#)
- [On-line services.](#)
- [lit search with abstracts journal articles sent to me](#)
- [Trying to locate the information on line and being able to access information located under specific categories. If not able to find, then a button to click onto for help to locate the material.](#)
- [A live person](#)
- [Don't use for work](#)
- [a back up of a live person to speak with](#)
- [Information Technology magazines, on-line services, technical books](#)
- [searchable database](#)
- [Online](#)
- [on-line assistance with search especially related to what is available and where](#)
- [Personnal Help](#)
- [on-line data files](#)
- [Pesticide research](#)
- [Fabulous search engines](#)
- [I don't use the library in my work. I like people who can think of alternative routes to the information that I](#)

am seeking.








- Overall summary of what kind of information is available.
- Production of journal articles.
- Not sure.
- journal routing services
- Staff comprising a more representative sample of the diverse population
- Research consultation
- accurate on-line search capability
- Guidance on filing, topics, resource materials, and brainstorming research angles/options
- personal assistance from the librarian
- Reference librarian to point me in the direction of the right shelves once I've got the Dewey # off the card catalog computer, help with computer if having problems accessing internet, or with narrowing Internet search enough to find relevant articles
- personal assistance from a librarian
- I have had trouble getting a "quick" handle on using the search options. It was not intuitive and seemed to require extensive reading and trial & error before getting to a successful result.
- telephone service (a real person to help me walk through their system to get the information without having to walk-in)
- It would be extremely useful to have on-line access to a broader range of full-text journal articles than is currently available through WSL. I specifically am interested in medical and environmental literature.
- Wide-based cross reference
- Journal articles and book references
- on-line, internet from desktop
- The web page needs a little more direction to on-line search and catalog links.
- The Internet
- I would like to see our PHL have a librarian assigned to specialty searches and archival storage for Epi/toxics/genetic defect research, for instance.
- technically up-to-date. Internet with a printer.
- availability
- Computer application or database technical articles, and executive level strategic planning ie CIO magazine.
- Someone who could either steer me towards desired resources, or give me internet sites/key words to search for.
- how to use the internet or other electronic media to find something
- literature search help document retrieval
- I would like somebody to assist me in the process of locating a document
- On-line bibliographic searches and follow-up delivery of journals (or articles) and government documents
- Reference materials
- Management resources or customer service articles
- Assistance with developing online search related to the specific topic.
- The Library extension at L&I is very good at sending me the contents list of specific journals that have information I need. Excellent service!!
- Assistance with locating information, variety of sources available, a person to talk with about needs.
- a person a pc with instructions to navigate
- The current assistance level is adequate.
- Technical assistance - how to etc.,
- Help in locating the materials
- face-to-face assistance with searches (what online sources would be most appropriate; what's available; actual searches for materials or literature searches), obtaining materials not otherwise available, classes in using library resources
- I have been impressed with the level of service from the WSL....maybe speedier access to the Higher Education Libraries (via ILL???) (for all I know they may already offer this)
- ?
- Internet access
- Phone Assistance
- On-line library services
- be able to pull up the articles directly through computer
- On-line capability.
- Good search engines, friendly staff people
- A good cross indexing system!

- [A good, easy to locate map that shows where everything is located. More computers to do searches would be nice too.](#)
- [Research; indexes; print-outs](#)
- [A reference person to provide one-on-one assistance](#)
- [Internet, online library service](#)
- [personal assistance](#)
- [Continue with the helpful staff which is currently in place.](#)
- [Legal Search assistance.](#)
- [Journals](#)
- [Printable results, especially of journal articles.](#)
- [good search engine tool](#)
- [personel](#)
- [personal assistance to narrow, focus, or at least provide initial direction of a search](#)
- [Personal person](#)
- [A reference librarian is a great help when trying to track down information.](#)
- [online access electronic journal tables of contents, with links directly to online articles. key word searches across all literature \(journal articles, news papers, books, etc\)](#)
- [I appreciate the librarians' research skills \(i.e., figuring out how to access unusual articles or publications\)](#)
- [If I'm asking for help, I haven't got a clue where to start looking for information on my subject. At that point I need help finding a starting point.](#)
- [searching ability that does not require changing screens so often--especially to check availability--it would be better to check choices you want and then have the choices all come up on one screen, instead of one screen per choice](#)
- [Someone live to talk to if I have questions.](#)
- [internet and phone contact, delivery services](#)
- [easy accessibility](#)
- [Computer access and phone support from librarians if needed](#)
- [Call 1\) Call someone and tell them what I want, and they can find it. 2\) Receive automatically selected issue information.](#)
- [staff support](#)
- [An adequate number of reference librarians to provide face-to-face help and a user-friendly computer database to make searching for materials easier.](#)
- [Computer program as a card catalogue, like the one at the law library at law school](#)
- [Someone to talk to.](#)

23. **What is your age?**

| Basic Statistics | |
|------------------|---------|
| Count: | 559 |
| Min: | 19.00 |
| Max: | 67.00 |
| Mean: | 44.31 |
| Total: | 24770 |
| Mode: | 51.00 |
| Median: | 46.00 |
| AveDev: | 8.02 |
| Norm: | 1072.66 |

24. **What is the highest grade of school or college that you have completed?**

| | Percent | Count | Answers |
|---|---------|---------|------------------------------------|
|  | 0.0% | 0/603 | Less than high school |
|  | 2.7% | 16/603 | High school graduate or GED |
|  | 26.9% | 162/603 | Some college but less than 4 years |
|  | 21.1% | 127/603 | 4 year college graduate |
|  | 9.0% | 54/603 | Some graduate school |
|  | 38.8% | 234/603 | Master's or Doctorate degree |
|  | 1.7% | 10/603 | Other |
| 100.0% 603/603 Summary | | | |

25. **If you have any comments or questions about this survey, feel free to type them in here:**

- The kind of information I find hardest to get (and which I often need) is legislative history on a bill. It is hard-to-find, disorganized and minimal.
- Although I haven't used the WSL much, if at all, while I've been working with the judiciary, I used it fairly often and found it helpful when I worked with the legislature. The library employees seemed overworked to be able to provide as much individual assistance as I would have liked, but I attributed this to budget cutbacks rather than to any shortcomings on the part of staff.
- You did not list the Board of Industrial Insurance Appeals in the agency option list. We are independant of L&I.
- if the WSL could provide some sort of tailored listservice by email to let gov workers know about magazine articles or books in certain areas that may be relevent to their work this would be helpful - cost in time and staff would be huge (alternately, make the index pages of selected magazines available as email attachments so a gov employee could determine if there was a possibly useful article in that particular issue)
- In addition to never having used State Library in person, I have used it in the past via telephone, which is great.
- "Find-it" is not an effective service. Commercial search tools provide more convenient access to Washington's public records.
- "Find-it" is basicky worthless as an information research tool. The UW provides much better access to state documents.
- It would be nice to know all the resources that are available to us.
- I support public access to libraries. I hope that the WSL at the Capital complex stays open to the public and to all state workers. I think it is important to track and house government documents. It's important that all kinds of people have access to them to do research, etc. Thanks.
- I use the intranet in DOH for access to some information I need.
- Time periods for checking on activity usage seem to be to broad.
- For WSL, the on-line service is far less reliable than actually visiting the main library facility.
- It would be nice to have a central place for public health documents - reports and summaries produced by DOH programs and LHJs. It'd be great if we had a database of what resources we have.
- I use the WSL services less than 1% per year (rarely frequent the library).
- I answered based on current experience. I just discovered the WSL system, and expect to use it much more in the future.
- Will the outcome of this study be published on-line?
- I find the style of type (the font) very difficult to read. This same font style is used in other Wa State web sites as well. It is pretty on paper, but NOT READABLE on the screen, especially when the video driver and screen resolutions differ between machines.
- Did you really fail to list the Attorney General's Office as an entity within the Executive Branch, or did I miss it?
- You left the Office of the Attorney General out of the Executive Branch
- Will we get any feed-back? or answer to this survey 6.1?

- [I work in the Executive Branch for the Attorney General's Office, which was not listed.](#)
- [On-line information is fantastic. The more the better.](#)
- [I have only worked for this office a little over two months, I have used the internet to find information on witnesses. I will probably use more of the available resources with time.](#)
- [The Attorney General's Office is not listed.](#)
- [It was difficult to answer some of these questions accurately. I mostly use books contained in the branch of the AGO law library in my office, and I use Westlaw several times a month.](#)
- [In Consumer Protection, we use the internet extensively to check out bankruptcies, contractors, collection agencies, other states actions, etc. none of your questions really took our sort of work into consideration.](#)
- [Will the results be available for viewing in the future? What will you do with what you find out here?](#)
- [4.6 was inadvertently checked](#)
- [Need a more comprehensive list of state agencies](#)
- [It's odd that the office of the attorney general and is not listed as an executive branch agency, especially in light of the questions that focus on legal information. Even more odd is listing the joint legislative audit and review committee and legislative services center as executive branch agencies.](#)
- [I work in the technology industry \(network infrastructure and telecommunications systems support\), so my research efforts are focused perhaps more heavily on online research and periodicals than most. I believe that internet websites and industry magazines and journals are the most effective channels of information for keeping pace with the rapidly changing face of technology issues.](#)
- [Your survey is inaccurate. I checked the box for executive branch. Listed under exec. branch was "Senate" and "Joint Legislative Research Service." Those are obviously part of the legislative branch. Furthermore, my agency, the Attorney General, was not listed which is a significant omission. Finally, under education \(item 6.3\) there is no box to check if one has a professional degree. Thus, your survey will not reflect whether the respondent is one of the many state attorneys, engineers, or M.D.s.](#)
- [Thanks for wasting my time](#)
- [I am a support staff person so I usually just follow what the attorney has researched. Once in a great while I have to look up something myself.](#)
- [Since information is so accessible via inter/intranet sources, it seems to me asking more questions about future information needs could be based more on the "wave of the future".](#)
- [Some terms need defining like what do you mean by an on-line library search. Does this include services like Premise and CD law?](#)
- [I am actually an intern for the AGO \(and still in college\), but I feel that access to certain types of information is essential](#)
- [I do not believe the personal information you request is relevant to this questionnaire.](#)
- [Very much like the routing service from WSL. Parking is always a problem and it is a nice service. Find-It is a great search engine. I do not think the move to a new search engine a good one and wonder why it is planned. I have been told the new engine is from Microsoft but Microsoft does not have the experience or track record for this kind of technology. Firstgov.gov recently moved to a new search engine and it might be better though the current Find-it service is just fine. Firstgov.gov uses an AI based technology.](#)
- [It would be helpful to have an index \(with links\) to local, state, and federal employment laws on line somewhere together. When I am doing employment law research particularly when it involves overlapping local, state and federal statutes, it takes forever to find what I need on line. On line research is a wonderful, but is still a bit cumbersome.](#)
- [I've been working for the state for 1+ year and this is the first I have heard of this resource.](#)
- [Thanks](#)
- [Article copies are a great service. Please don't drop this. Don't do as many searches thru state library as in the past because I can now access MedLine directly. Still need copies of articles, however!](#)
- [Good format!](#)
- [I hope the results of this survey are made available to all state employees.](#)
- [I have always received excellent service from the WSL.](#)
- [More advertising of the WA state library services would be nice. I didn't know it was a resource to me!](#)
- [Survey seems to have left out reference publications produced by private organizations such as Thompson Publishing Group](#)
- [Anything you can do to aid in easier access to needed information will save time and help us all \(state employees and citizens we serve\).](#)
- [You must read very fast, it took me more than five minutes to complete.](#)
- [I haven't needed information as much in the past year as earlier in my work with the state. Several years ago, I received wonderful and useful help at the state library in Olympia. Now, I would use the internet more if I had more need of information for my work.](#)
- [IF POSSIBLE, DO A SURVEY ON TELECOMMUTING. I FEEL STRONGLY THAT LOTS OF](#)

STATE RESOURCES ARE BEING WASTED DUE TO THE FACT THAT MOST OF THE JOBS REQUIRING DATA ENTRY COULD EASILY BE DONE AT HOME AND NOT AT AN OFFICE LOCATED 30 MILES OR MORE AWAY FROM THE MAIN POPULATION OF THE PUGET SOUND.(OLYMPIA!) MIDDLE MANAGEMENT SEEMS TO BE THE MAIN OPPOSITION TOWARDS THE TELECOMMUTING OPTION FOR THE MAJORITY OF THE STATE EMPLOYEES. (BECAUSE THEY'D BE OUT OF WORK WITHOUT SUPERVISION DUTIES/INTERRUPTIONS! THANK YOU

- I use the library a lot for other research projects I am doing in school that may become part of my work should I change state jobs. Having access to resources is a wonderful asset. I think that encouraging employees to learn how to use on line library searches would be super. I still could use some help in looking for further resources that outline for example, contract law. There is no available intranet resources that I am aware of on this subject. Thanks, good luck with your project.
- Disregard the answer in 4.4 which I couldn't delete after answering in error.
- Internet access is very important, and a preferred method to conduct research on the www. I find the Intranet difficult to use, and it could be improved.
- I have had very good experiences with the staff at the WA State Library
- I use Seattle and King County libraries extensively for my work as well as WSL. I would like to the WSL library increase the number of books for computer professionals (not just books for computer users).
- I worked in a library for many years and know the ropes and like to go direct to the information or source. I work directly with the UW most of the time because of the time factors and because the information I need usually resides there.
- Many Government employees do not have time to do the level of research on topics they are working on, that they would like too.
- 1.2 Department list - please put in alphabetic order.
- I have never used the Washington State Library. However, if I knew more about it, what it contained, its purpose, etc I would be very likely to utilize it. I've often wondered what materials the WSL contains. I don't want to waste such a valuable resource. Also, the internet is extremely useful to me. Budget constraints affect acquisition of books, software, and training for our workplace. The internet helps make up for all of those. I hope use of the internet is encouraged and not discouraged, and that more people understand just how vast the internet is. Marty McDonald mpmcdonald@doc1.wa.gov
- Good luck with your survey
- my age is none of your business; how is this relevant to what you are trying to probe???
- I used to use the WSL library a lot, for personal research, when that was allowed and encouraged in the 1970's. The personal research was often of a rather specific career development nature, but sometimes of a personal development nature, also. I would take home a couple books every weekend. It was one of the best things about being a state employee, and the knowledge I gained enabled me to move ahead with my career. I think that's what a good employer should do, try to help their employees with their career. At that time, only UW Library had things that WSL didn't. Then they cut back WSL to only supporting strictly government itself, i.e., the legislature and the prisons, and the DDD facilities: instead of all the libraries of Washington. And they archived all their books, except for stuff like the Fed Register. Since then, I've checked out a couple of generic career development videos from their TESC facility. But that's it. It was a great loss to all Thurston County state employees when WSL got cut back.
- Question on WSL focused on "walk-in" service and unclear if the phone requests I have made "count". jShould have asked that separately or stated question as "service" from WSL if that was intended.
- Why are there no questions regarding journal subscriptions by offices, divisions, departments or individuals? I use a subscription (online and hard copy) to Environmental Health Perspectives more than weekly
- It is very valuable to have our librarians and library on-site in the Tumwater building. This is especially important when we need something immediately.
- Modern science requires librarians who are dedicated to rapid deployment of new information. We need more information support for researching new areas of public health needs, such as analytical methods and general screens for toxics/birth defects/chronic exposures,etc. Budget cuts seem to have "short-circuited" this process.
- The age and education questions seem, on the surface, to be intrusive and unnecessary. Perhaps you could include an explanation on future surveys about why this information is helpful.
- "Legal documents including law reviews" - I assume this includes WA and other statute and rules.
- WSL is always very professional and timely in requests made to them.
- My position has changed in the last several years. I used to frequently use the State Library and always found them knowledgeable and friendly.
- I have had great success in all my dealings with the library regardless of which avenue I take. I appreciate

the service provided.

- The information I get from the internet whether email, newsgroups, or vendor web sites is primarily related to Information Technology.
- Besides an 8-hr workday, I have a family and am trying to go to school at night. If the State library were open at least one or two nights a week or half a day on Saturday, I would use that resource more.
- I have a WSL card with online access...but every time I've tried to gain access I am denied because of some sort of password conflict, so I can't access some of the search engine, so not sure what I'm doing wrong. It is only through my inertia that I have not tried to remedy this....
- The WA State Library provides an invaluable service to those of us who must have quick and accurate responses to requested information. It is a wonderful support system.
- I use the Washington State internet webpages frequently
- I go to the Internet for RCWs and WACs.
- The Resource books that I use the most are the RCW's and we have great access to that.
- 1. None of these questions asks about electronic access. Although I'm a big believer in the "serendipitous research" opportunities from browsing a physical collection of documents, I don't work on the capitol campus so don't visit the WSL main branch very often. Since most of my research needs are met through electronic services (e.g. browsing the WSL catalog on the internet, receiving emails with journal tables-of-contents from the Utilities Commission branch librarians and ordering copies electronically from them), I just don't need to visit the library. (An additional problem is the lack of convenient parking near the building). 2. The question about "level of demand for older documents" disturbs me. The basic, foundation purpose of libraries is to collect, catalog, and provide knowledge (via documents) for ALL generations of users, not just the current cohort of users. In the mid-1980's, I wrote my masters' thesis on solid waste planning. Although there was a "solid waste crisis" at the moment, there was very little contemporary literature on the topic. That's because institutional change only takes place every 25 to 50 years. I ended up delving into documents prepared during the previous period of solid waste planning - and an important part of my research (which proved valuable to City of Seattle planners) was tracing the documentary history of solid waste management from the turn of the century through the 1930's and '50's to the present. The only reason I was successful was because LIBRARIES - particularly the City of Seattle business library and the UW Northwest Collection)- had kept this information where I could find it. It is absolutely vital for us - as a society - to not lose the knowledge of the past. Basing library collections on the level "current demand" is short-sighted, and totally against libraries' 'raison d'etre'. Thanks for asking!
- very user friendly, thanks
- Upgrading to computer access resources has been very efficient but please do not eliminate hard copy volumes. The ability to quickly skim a resource text can not be duplicated with a computer screen. I can't tell you how many times I have discovered information I needed by quickly browsing through a volume. On-line it would have taken much more time.
- Some of the searching techniques on line are difficult to navigate.

This report was generated by **Infopoll - Business Intelligence Suite.**

V. SPSS FREQUENCY LISTING

Date of Survey

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | 29-NOV-2000 | 20 | 3.3 | 3.3 | 3.3 |
| | 30-NOV-2000 | 197 | 32.3 | 32.3 | 35.6 |
| | 01-DEC-2000 | 50 | 8.2 | 8.2 | 43.8 |
| | 02-DEC-2000 | 2 | .3 | .3 | 44.1 |
| | 03-DEC-2000 | 1 | .2 | .2 | 44.3 |
| | 04-DEC-2000 | 27 | 4.4 | 4.4 | 48.7 |
| | 05-DEC-2000 | 44 | 7.2 | 7.2 | 55.9 |
| | 06-DEC-2000 | 24 | 3.9 | 3.9 | 59.8 |
| | 07-DEC-2000 | 97 | 15.9 | 15.9 | 75.7 |
| | 08-DEC-2000 | 49 | 8.0 | 8.0 | 83.8 |
| | 11-DEC-2000 | 26 | 4.3 | 4.3 | 88.0 |
| | 12-DEC-2000 | 9 | 1.5 | 1.5 | 89.5 |
| | 13-DEC-2000 | 7 | 1.1 | 1.1 | 90.7 |
| | 14-DEC-2000 | 7 | 1.1 | 1.1 | 91.8 |
| | 15-DEC-2000 | 2 | .3 | .3 | 92.1 |
| | 18-DEC-2000 | 4 | .7 | .7 | 92.8 |
| | 19-DEC-2000 | 2 | .3 | .3 | 93.1 |
| | 20-DEC-2000 | 23 | 3.8 | 3.8 | 96.9 |
| | 21-DEC-2000 | 7 | 1.1 | 1.1 | 98.0 |
| | 22-DEC-2000 | 3 | .5 | .5 | 98.5 |
| | 26-DEC-2000 | 3 | .5 | .5 | 99.0 |
| | 28-DEC-2000 | 1 | .2 | .2 | 99.2 |
| | 29-DEC-2000 | 1 | .2 | .2 | 99.3 |
| | 02-JAN-2001 | 2 | .3 | .3 | 99.7 |
| | 03-JAN-2001 | 1 | .2 | .2 | 99.8 |
| | 04-JAN-2001 | 1 | .2 | .2 | 100.0 |
| | Total | 610 | 100.0 | 100.0 | |

Government branch

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------|-----------|---------|---------------|--------------------|
| Valid | Executive | 421 | 69.0 | 73.9 | 73.9 |
| | Judicial | 66 | 10.8 | 11.6 | 85.4 |
| | Legislative | 83 | 13.6 | 14.6 | 100.0 |
| | Total | 570 | 93.4 | 100.0 | |
| Missing | Missing | 40 | 6.6 | | |
| Total | | 610 | 100.0 | | |

Executive branch department

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Dept of Corrections | 11 | 1.8 | 2.7 | 2.7 |
| | OFM | 6 | 1.0 | 1.5 | 4.1 |
| | Office of Gov | 1 | .2 | .2 | 4.4 |
| | Dept of Health | 226 | 37.0 | 54.9 | 59.2 |
| | Info Services | 1 | .2 | .2 | 59.5 |
| | Joint Leg Audit and Review | 1 | .2 | .2 | 59.7 |
| | Labor and Industries | 38 | 6.2 | 9.2 | 68.9 |
| | Public Works | 1 | .2 | .2 | 69.2 |
| | Revenue | 1 | .2 | .2 | 69.4 |
| | Secretary of State | 1 | .2 | .2 | 69.7 |
| | DSHS | 1 | .2 | .2 | 69.9 |
| | Transportation | 1 | .2 | .2 | 70.1 |
| | Treasurer | 5 | .8 | 1.2 | 71.4 |
| | Utilities and Transportation Comm | 3 | .5 | .7 | 72.1 |
| | Other Not Listed | 67 | 11.0 | 16.3 | 88.3 |
| | Attorney General | 48 | 7.9 | 11.7 | 100.0 |
| | Total | 412 | 67.5 | 100.0 | |
| Missing | Missing | 198 | 32.5 | | |
| Total | | 610 | 100.0 | | |

Use Newspapers for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 130 | 21.3 | 21.7 | 21.7 |
| | Between 1 and 6 times per week | 138 | 22.6 | 23.0 | 44.7 |
| | Between 1 and 3 times per month | 123 | 20.2 | 20.5 | 65.2 |
| | Less than once per month | 126 | 20.7 | 21.0 | 86.2 |
| | Never | 83 | 13.6 | 13.8 | 100.0 |
| | Total | 600 | 98.4 | 100.0 | |
| Missing | Missing | 10 | 1.6 | | |
| Total | | 610 | 100.0 | | |

Use Journals for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 28 | 4.6 | 4.7 | 4.7 |
| | Between 1 and 6 times per week | 108 | 17.7 | 18.0 | 22.6 |
| | Between 1 and 3 times per month | 165 | 27.0 | 27.5 | 50.1 |
| | Less than once per month | 188 | 30.8 | 31.3 | 81.4 |
| | Never | 112 | 18.4 | 18.6 | 100.0 |
| | Total | 601 | 98.5 | 100.0 | |
| Missing | Missing | 9 | 1.5 | | |
| Total | | 610 | 100.0 | | |

Use State docs for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 209 | 34.3 | 34.6 | 34.6 |
| | Between 1 and 6 times per week | 136 | 22.3 | 22.5 | 57.1 |
| | Between 1 and 3 times per month | 141 | 23.1 | 23.3 | 80.5 |
| | Less than once per month | 93 | 15.2 | 15.4 | 95.9 |
| | Never | 25 | 4.1 | 4.1 | 100.0 |
| | Total | 604 | 99.0 | 100.0 | |
| Missing | Missing | 6 | 1.0 | | |
| Total | | 610 | 100.0 | | |

Use Federal docs for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 32 | 5.2 | 5.3 | 5.3 |
| | Between 1 and 6 times per week | 98 | 16.1 | 16.4 | 21.7 |
| | Between 1 and 3 times per month | 179 | 29.3 | 29.9 | 51.6 |
| | Less than once per month | 202 | 33.1 | 33.7 | 85.3 |
| | Never | 88 | 14.4 | 14.7 | 100.0 |
| | Total | 599 | 98.2 | 100.0 | |
| Missing | Missing | 11 | 1.8 | | |
| Total | | 610 | 100.0 | | |

Use Other docs for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 41 | 6.7 | 7.0 | 7.0 |
| | Between 1 and 6 times per week | 79 | 13.0 | 13.5 | 20.5 |
| | Between 1 and 3 times per month | 166 | 27.2 | 28.3 | 48.8 |
| | Less than once per month | 217 | 35.6 | 37.0 | 85.8 |
| | Never | 83 | 13.6 | 14.2 | 100.0 |
| | Total | 586 | 96.1 | 100.0 | |
| Missing | Missing | 24 | 3.9 | | |
| Total | | 610 | 100.0 | | |

Use Legal docs for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 87 | 14.3 | 14.5 | 14.5 |
| | Between 1 and 6 times per week | 68 | 11.1 | 11.4 | 25.9 |
| | Between 1 and 3 times per month | 100 | 16.4 | 16.7 | 42.6 |
| | Less than once per month | 185 | 30.3 | 30.9 | 73.6 |
| | Never | 158 | 25.9 | 26.4 | 100.0 |
| | Total | 598 | 98.0 | 100.0 | |
| Missing | Missing | 12 | 2.0 | | |
| Total | | 610 | 100.0 | | |

Use Books for work

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | Daily | 36 | 5.9 | 6.0 | 6.0 |
| | Between 1 and 6 times per week | 69 | 11.3 | 11.5 | 17.4 |
| | Between 1 and 3 times per month | 148 | 24.3 | 24.6 | 42.0 |
| | Less than once per month | 196 | 32.1 | 32.6 | 74.6 |
| | Never | 153 | 25.1 | 25.4 | 100.0 |
| | Total | 602 | 98.7 | 100.0 | |
| Missing | Missing | 8 | 1.3 | | |
| Total | | 610 | 100.0 | | |

Resource used for News

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | TV, Radio or Newspaper | 148 | 24.3 | 24.3 | 24.3 |
| | The Internet | 293 | 48.0 | 48.1 | 72.4 |
| | An On-Line Library Service | 7 | 1.1 | 1.1 | 73.6 |
| | A Library Facility | 4 | .7 | .7 | 74.2 |
| | Direct Contact | 90 | 14.8 | 14.8 | 89.0 |
| | Other | 28 | 4.6 | 4.6 | 93.6 |
| | Don't search for this type of info | 39 | 6.4 | 6.4 | 100.0 |
| | Total | 609 | 99.8 | 100.0 | |
| Missing | Missing | 1 | .2 | | |
| Total | | 610 | 100.0 | | |

Resource used for Bib Info

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | The Internet | 166 | 27.2 | 27.9 | 27.9 |
| | An On-Line Library Service | 78 | 12.8 | 13.1 | 41.0 |
| | A Library Facility | 46 | 7.5 | 7.7 | 48.7 |
| | Direct Contact | 30 | 4.9 | 5.0 | 53.8 |
| | Other | 11 | 1.8 | 1.8 | 55.6 |
| | Don't search for this type of info | 264 | 43.3 | 44.4 | 100.0 |
| | Total | 595 | 97.5 | 100.0 | |
| Missing | Missing | 15 | 2.5 | | |
| Total | | 610 | 100.0 | | |

Resource used for Journals

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | The Internet | 199 | 32.6 | 33.3 | 33.3 |
| | An On-Line Library Service | 94 | 15.4 | 15.7 | 49.0 |
| | A Library Facility | 90 | 14.8 | 15.1 | 64.0 |
| | Direct Contact | 43 | 7.0 | 7.2 | 71.2 |
| | Other | 36 | 5.9 | 6.0 | 77.3 |
| | Don't search for this type of info | 136 | 22.3 | 22.7 | 100.0 |
| | Total | 598 | 98.0 | 100.0 | |
| Missing | Missing | 12 | 2.0 | | |
| Total | | 610 | 100.0 | | |

Resource for Govnt Info

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | The Internet | 349 | 57.2 | 58.1 | 58.1 |
| | An On-Line Library Service | 17 | 2.8 | 2.8 | 60.9 |
| | A Library Facility | 23 | 3.8 | 3.8 | 64.7 |
| | Direct Contact | 151 | 24.8 | 25.1 | 89.9 |
| | Other | 28 | 4.6 | 4.7 | 94.5 |
| | Don't search for this type of info | 33 | 5.4 | 5.5 | 100.0 |
| | Total | 601 | 98.5 | 100.0 | |
| Missing | Missing | 9 | 1.5 | | |
| Total | | 610 | 100.0 | | |

Resource for Legal Info

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|------------------------------------|-----------|---------|---------------|--------------------|
| Valid | The Internet | 188 | 30.8 | 31.3 | 31.3 |
| | An On-Line Library Service | 46 | 7.5 | 7.7 | 38.9 |
| | A Library Facility | 53 | 8.7 | 8.8 | 47.8 |
| | Direct Contact | 146 | 23.9 | 24.3 | 72.0 |
| | Other | 46 | 7.5 | 7.7 | 79.7 |
| | Don't search for this type of info | 122 | 20.0 | 20.3 | 100.0 |
| | Total | 601 | 98.5 | 100.0 | |
| Missing | Missing | 9 | 1.5 | | |
| Total | | 610 | 100.0 | | |

How often use WSL for on-line

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | About 1 or more times per week | 21 | 3.4 | 3.4 | 3.4 |
| | Between 1 and 3 times per month | 58 | 9.5 | 9.5 | 13.0 |
| | Less than once per month | 160 | 26.2 | 26.3 | 39.2 |
| | Never | 370 | 60.7 | 60.8 | 100.0 |
| | Total | 609 | 99.8 | 100.0 | |
| Missing | Missing | 1 | .2 | | |
| Total | | 610 | 100.0 | | |

Percent of online using WSL

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------|-----------|---------|---------------|--------------------|
| Valid | 1% to 25% | 135 | 22.1 | 56.0 | 56.0 |
| | 26% to 50% | 28 | 4.6 | 11.6 | 67.6 |
| | 51% to 75% | 28 | 4.6 | 11.6 | 79.3 |
| | 76% to 100% | 50 | 8.2 | 20.7 | 100.0 |
| | Total | 241 | 39.5 | 100.0 | |
| Missing | Missing | 369 | 60.5 | | |
| Total | | 610 | 100.0 | | |

How often use WSL main branch

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | About 1 or more times per week | 3 | .5 | .5 | .5 |
| | Between 1 and 3 times per month | 23 | 3.8 | 3.9 | 4.4 |
| | Less than once per month | 169 | 27.7 | 28.6 | 33.1 |
| | Never | 395 | 64.8 | 66.9 | 100.0 |
| | Total | 590 | 96.7 | 100.0 | |
| Missing | Missing | 20 | 3.3 | | |
| Total | | 610 | 100.0 | | |

Percent use WSL main branch

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------|-----------|---------|---------------|--------------------|
| Valid | 1% to 25% | 140 | 23.0 | 64.5 | 64.5 |
| | 26% to 50% | 20 | 3.3 | 9.2 | 73.7 |
| | 51% to 75% | 14 | 2.3 | 6.5 | 80.2 |
| | 76% to 100% | 43 | 7.0 | 19.8 | 100.0 |
| | Total | 217 | 35.6 | 100.0 | |
| Missing | Missing | 393 | 64.4 | | |
| Total | | 610 | 100.0 | | |

How often use WSL branches

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------|-----------|---------|---------------|--------------------|
| Valid | About 1 or more times per week | 8 | 1.3 | 1.4 | 1.4 |
| | Between 1 and 3 times per month | 16 | 2.6 | 2.8 | 4.2 |
| | Less than once per month | 89 | 14.6 | 15.4 | 19.6 |
| | Never | 464 | 76.1 | 80.4 | 100.0 |
| | Total | 577 | 94.6 | 100.0 | |
| Missing | Missing | 33 | 5.4 | | |
| Total | | 610 | 100.0 | | |

Percent use WSL branches

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------|-----------|---------|---------------|--------------------|
| Valid | 1% to 25% | 106 | 17.4 | 71.6 | 71.6 |
| | 26% to 50% | 12 | 2.0 | 8.1 | 79.7 |
| | 51% to 75% | 13 | 2.1 | 8.8 | 88.5 |
| | 76% to 100% | 17 | 2.8 | 11.5 | 100.0 |
| | Total | 148 | 24.3 | 100.0 | |
| Missing | Missing | 462 | 75.7 | | |
| Total | | 610 | 100.0 | | |

Newspaper articles more than 2 years old

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Checked out | 105 | 17.2 | 100.0 | 100.0 |
| Missing | Hasn't checked out | 505 | 82.8 | | |
| Total | | 610 | 100.0 | | |

Journal articles more than 25 years old

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Checked out | 51 | 8.4 | 100.0 | 100.0 |
| Missing | Hasn't checked out | 559 | 91.6 | | |
| Total | | 610 | 100.0 | | |

Govnt docs more than 25 years old

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Checked out | 92 | 15.1 | 100.0 | 100.0 |
| Missing | Hasn't checked out | 518 | 84.9 | | |
| Total | | 610 | 100.0 | | |

State Archives

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Checked out | 163 | 26.7 | 100.0 | 100.0 |
| Missing | Hasn't checked out | 447 | 73.3 | | |
| Total | | 610 | 100.0 | | |

Northwest Collections

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Checked out | 44 | 7.2 | 100.0 | 100.0 |
| Missing | Hasn't checked out | 566 | 92.8 | | |
| Total | | 610 | 100.0 | | |

Frequencies

Statistics

What is your age?

| | | |
|------------------------|---------|-------|
| N | Valid | 559 |
| | Missing | 51 |
| Mean | | 44.31 |
| Std. Error of Mean | | .41 |
| Median | | 46.00 |
| Mode | | 51 |
| Std. Deviation | | 9.75 |
| Variance | | 95.01 |
| Skewness | | -.412 |
| Std. Error of Skewness | | .103 |
| Kurtosis | | -.541 |
| Std. Error of Kurtosis | | .206 |
| Range | | 48 |
| Minimum | | 19 |
| Maximum | | 67 |

What is your age?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid | 19 | 1 | .2 | .2 | .2 |
| | 20 | 1 | .2 | .2 | .4 |
| | 21 | 3 | .5 | .5 | .9 |
| | 22 | 3 | .5 | .5 | 1.4 |
| | 23 | 6 | 1.0 | 1.1 | 2.5 |
| | 24 | 3 | .5 | .5 | 3.0 |
| | 25 | 5 | .8 | .9 | 3.9 |
| | 26 | 3 | .5 | .5 | 4.5 |
| | 27 | 6 | 1.0 | 1.1 | 5.5 |
| | 28 | 13 | 2.1 | 2.3 | 7.9 |
| | 29 | 9 | 1.5 | 1.6 | 9.5 |
| | 30 | 13 | 2.1 | 2.3 | 11.8 |
| | 31 | 5 | .8 | .9 | 12.7 |
| | 32 | 10 | 1.6 | 1.8 | 14.5 |
| | 33 | 8 | 1.3 | 1.4 | 15.9 |
| | 34 | 14 | 2.3 | 2.5 | 18.4 |
| | 35 | 16 | 2.6 | 2.9 | 21.3 |
| | 36 | 12 | 2.0 | 2.1 | 23.4 |
| | 37 | 12 | 2.0 | 2.1 | 25.6 |
| | 38 | 12 | 2.0 | 2.1 | 27.7 |
| | 39 | 15 | 2.5 | 2.7 | 30.4 |
| | 40 | 11 | 1.8 | 2.0 | 32.4 |
| | 41 | 9 | 1.5 | 1.6 | 34.0 |
| | 42 | 22 | 3.6 | 3.9 | 37.9 |
| | 43 | 18 | 3.0 | 3.2 | 41.1 |
| | 44 | 25 | 4.1 | 4.5 | 45.6 |
| | 45 | 18 | 3.0 | 3.2 | 48.8 |
| | 46 | 20 | 3.3 | 3.6 | 52.4 |
| | 47 | 27 | 4.4 | 4.8 | 57.2 |
| | 48 | 19 | 3.1 | 3.4 | 60.6 |
| | 49 | 21 | 3.4 | 3.8 | 64.4 |
| | 50 | 28 | 4.6 | 5.0 | 69.4 |
| | 51 | 31 | 5.1 | 5.5 | 75.0 |
| | 52 | 20 | 3.3 | 3.6 | 78.5 |
| | 53 | 24 | 3.9 | 4.3 | 82.8 |
| | 54 | 14 | 2.3 | 2.5 | 85.3 |
| | 55 | 22 | 3.6 | 3.9 | 89.3 |
| | 56 | 15 | 2.5 | 2.7 | 91.9 |
| | 57 | 10 | 1.6 | 1.8 | 93.7 |
| | 58 | 11 | 1.8 | 2.0 | 95.7 |
| | 59 | 7 | 1.1 | 1.3 | 97.0 |
| | 60 | 6 | 1.0 | 1.1 | 98.0 |
| | 61 | 2 | .3 | .4 | 98.4 |
| | 62 | 2 | .3 | .4 | 98.7 |
| | 63 | 4 | .7 | .7 | 99.5 |
| | 64 | 2 | .3 | .4 | 99.8 |
| | 67 | 1 | .2 | .2 | 100.0 |
| | Total | 559 | 91.6 | 100.0 | |
| Missing | Missing | 51 | 8.4 | | |
| Total | | 610 | 100.0 | | |

What is the highest grade of s

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | High school grad or GED | 16 | 2.6 | 2.7 | 2.7 |
| | Some college | 162 | 26.6 | 26.9 | 29.5 |
| | 4 year degree | 127 | 20.8 | 21.1 | 50.6 |
| | Some grad school | 54 | 8.9 | 9.0 | 59.5 |
| | Masters or Doctorate | 234 | 38.4 | 38.8 | 98.3 |
| | Other | 10 | 1.6 | 1.7 | 100.0 |
| | Total | 603 | 98.9 | 100.0 | |
| Missing | Missing | 7 | 1.1 | | |
| Total | | 610 | 100.0 | | |

VI. SURVEY INSTRUMENTS: **QUESTIONNAIRE**

Washington Fall 2000 Survey of Information Users

Hello, and thank you for participating in the Washington Fall 2000 Survey of Information Users. Please answer the following questions as best you can. If for some reason you cannot answer a question, or you would prefer not to answer one, just skip over it and move on to the next question in the list.

All the information you provide here will be kept strictly confidential. After all the surveys have been collected, your answers will be combined with all others in such a way so that no individual can be traced. If you have any questions or concerns about this survey, feel free to call Thom Allen, toll-free, at the Social and Economic Sciences Research Center at Washington State University. The number is 1-800-833-0867.

Section 1

1.1. First of all, which branch of state government do you work for?

- ☐ Executive Branch
- ☐ Judicial Branch ---> SKIP TO 2.1
- ☐ Legislative Branch ---> SKIP TO 2.1

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1.2. IF YOU ARE AN EXECUTIVE BRANCH EMPLOYEE: Which department do you work for?

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Section 2

Many jobs require employees to search for information in order to complete a task. This information might include government studies, reports, legal articles, information on current events or searching academic journals. In the past year, how often do you usually use each of the following types of information for work?

2.1. In the past year, have you used NEWSPAPERS AND MAGAZINES for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or never

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2.2. In the past year, have you used JOURNAL ARTICLES for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week

- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or never

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2.3. In the past year, have you used WASHINGTON STATE GOVERNMENT DOCUMENTS for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or never

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2.4. In the past year, have you used FEDERAL GOVERNMENT DOCUMENTS for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or never

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2.5. In the past year, have you used OTHER GOVERNMENT DOCUMENTS for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or never

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2.6. In the past year, have you used LEGAL DOCUMENTS INCLUDING LAW REVIEWS for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or never

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2.7. In the past year, have you used BOOKS, such as non-fiction, etc. for work . . .

- ☐ Daily
- ☐ Between 1 and 6 times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month

☐ Or never

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Section 3

When you need to find information for work, where do you go to look for it? For each of the types of information listed below, please indicate which resource you use MOST OFTEN.

3.1. Which resource do you use most often for getting NEWS OR CURRENT EVENTS for work?

- ☐ TV, radio or newspaper
- ☐ The internet
- ☐ An on-line library service
- ☐ A library facility
- ☐ Direct contact, such as through telephone calls, face-to-face meetings or emails
- ☐ Other
- ☐ Or you don't search for this type of information

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3.2. Which resource do you use the most often for getting BIBLIOGRAPHIC INFORMATION for work (such as pursuing abstracts or indices for making lists of articles)?

- ☐ The internet
- ☐ An on-line library service
- ☐ A library facility
- ☐ Direct contact, such as through telephone calls, face-to-face meetings or emails
- ☐ Other
- ☐ Or you don't search for this type of information

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3.3. Which resources do you use most often for OBTAINING JOURNAL ARTICLES for work.

- ☐ The internet
- ☐ An on-line library service
- ☐ A library facility
- ☐ Direct contact, such as through telephone calls, face-to-face meetings or emails
- ☐ Other
- ☐ Or you don't search for this type of information

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3.4. Which resources do you use most often for getting GOVERNMENT INFORMATION for work?

- ☐ The internet
- ☐ An on-line library service
- ☐ A library facility
- ☐ Direct contact, such as through telephone calls, face-to-face meetings or emails

- ☐ Other
- ☐ Or you don't search for this type of information

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3.5. Which resource do you use most often for getting LEGAL INFORMATION for work?

- ☐ The internet
- ☐ An on-line library service
- ☐ A library facility
- ☐ Direct contact, such as through telephone calls, face-to-face meetings or emails
- ☐ Other
- ☐ Or you don't search for this type of information

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Section 4

Washington State Library (WSL) provides information to the state government and is housed in the Pritchard Building in Olympia. WSL also has branch libraries in state agencies and provides services on-line.

4.1. In the past year, how often, if ever, have you used Washington State Library services to conduct on-line searches? Would you say you've used WSL on-line services . . .

- ☐ About 1 or more times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or you've NEVER used WSL on-line services ---> SKIP TO 4.3

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4.2. Considering ALL of the on-line library searches that you've done in the past year, what percent of those on-line searches were from the Washington State Library? Would you say . . .

- ☐ 1% to 25 % of all on-line library searches
- ☐ 26% to 50% of all on-line library searches
- ☐ 51% to 75% of all on-line library searches
- ☐ 76% to 100% of all on-line library searches

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4.3. In the past year, how often, if ever, have you used the Washington State Library main branch walk-in facility in the Pritchard Building in Olympia? Would you say you have used the WSL main branch walk-in facilities . . .

- ☐ About 1 of more times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or you've NEVER used the WSL main branch ---> SKIP TO 4.5

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4.4. Considering ALL of the walk-in library facilities you've used in the past year, including public and school libraries, what percent of all visits were made to the Washington State Library main branch walk-in facility in the Pritchard Building? Would you say . . .

- ☐ 1% to 25% of all visits
- ☐ 26% to 50% of all visits
- ☐ 51% to 75% of all visits
- ☐ 76% to 100% of all visits

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4.5. In the past year, how often, if ever, have you used Washington State Library branch walk-in facilities located in state agencies across the state (not including the main branch)? Would you say you have used the WSL branch walk-in facilities . . .

- ☐ About 1 or more times a week
- ☐ Between 1 and 3 times a month
- ☐ Less than once a month
- ☐ Or you've NEVER used WSL branch facilities ---> SKIP TO 5.1

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4.6. Considering ALL of the walk-in library facilities you've used in the past year, including public and school libraries, what percent of all visits were made to the Washington State Library branch facilities located across the state (not including the main branch in the Pritchard Building)? Would you say . . .

- ☐ 1% to 25% of all visits
- ☐ 26% to 50% of all visits
- ☐ 51% to 75% of all visits
- ☐ 76% to 100% of all visits

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5.1. The Washington State Institute of Public Policy is interested in better understanding the level of demand for older documents. In the last two years, have you checked out any of the following documents? Check all that apply.

- ☐ Newspaper articles that are more than 2 years old
- ☐ Journal articles that were published more than 25 years ago
- ☐ Government documents that were published more than 25 years ago
- ☐ Information located at State Archives
- ☐ Information from the Washington/Northwest Collections located at WSL

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6.1. When you are trying to access information from a library, what types of service or assistance or support would you most like to have?

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6.2. What is your age?

[Top](#) | [Next](#) | [Back](#)**6.3. What is the highest grade of school or college that you have completed?**

- ☐ Less than high school
- ☐ High school graduate or GED
- ☐ Some college but less than 4 years
- ☐ 4 year college graduate
- ☐ Some graduate school
- ☐ Master's or Doctorate degree
- ☐ Other

[Top](#) | [Next](#) | [Back](#)**6.4. If you have any comments or questions about this survey, feel free to type them in here:**[Top](#) | [Back](#)

Thanks again for your participation in this survey effort. This study is sponsored by the Washington State Institute for Public Policy. Data collection conducted by: Social and Economic Sciences Research Center at Washington State University This website has been created and maintained by InfoPoll Inc., Dartmouth, NS, CANADA

This form was built with [Infopoll Designer](#).

Email Letter Sent to Branch Contacts:

Hello,

We would like your assistance in distributing a web-based survey to technically proficient state employees. The survey should take about five minutes for the respondent to complete.

The Washington State Legislature instructed the Washington Institute for Public Policy, under Director Roxanne Lieb, "to study the mission, programs, and usage of the state library." Given the rapid increase in the ability to search for information electronically, we are surveying how technically proficient state employees currently find and access information for their work.

As an IT leader in your department, you are in a unique position to identify such state employees. The category of employees we are trying to reach meet two general criteria:

State employees who you think use information such as journal articles, newspaper articles, or government and legal documents for their work (frequency of use could be anywhere from once to many times a month); and

State employees who have some level of technical proficiency, including internet access and internet use.

We would appreciate your forwarding the attached e-mail with the Web-based survey site to **any** state employees within your branch of government who you think fall into the above category. The survey is being administered for us by Washington State University (WSU).

It will be important for us to know how many emails you distribute, so please forward this number to the study director at Washington State University: Thom Allen <ted@wsu.edu>

Thank you for your help.

Below is the e-mail to distribute to state employees:

Follow-up Survey of former High School Students – Fall 2000
SESRC Data Report #00-36

Dear Friend,

The Washington State Institute for Public Policy is currently conducting research on information gathering in the workplace. As a state employee or official, we realize that having the ability to find the right information in a timely manner can be crucial to your job. One goal of this research is to find ways to better serve our state employees by improving access to information sources.

A very short survey has been developed concerning your use of information at work. Please take a moment to fill out this survey by following the URL given below or by entering the address into your web browser.

<http://www.infopoll.net/Live/surveys/s10255.htm>

Participation in the survey is completely voluntary and confidential. The results of the survey will be combined in such a way so that no individual can be traced. It should only take less than five minutes of your time to complete.

If for some reason you are unable to complete the survey on the web or if you'd like to speak to someone about the survey, feel free to call Thom Allen from the Social and Economic Sciences Research Center. I can be reached toll-free at 800-833-0867, or email me at allent@mail.wsu.edu.

Thank you very much for your help on this important project!

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