(name of library redacted)
and other locality info

Open Data Literacy project: Washington State Library
Questions for ND7 💬
Last update: 2018-07-25

I'm working with Washington State Library this summer to assess ways the State Library might support open data services at public libraries statewide. I'd like to learn more about ND7's experience with open data.

Questions about the library

- Please tell me a little about the population you serve -- lots of young families? retirees? immigrants? etc. Are there particular user groups you especially focus on, such as the business community, families, English-language learners?
  - ND7 is a library district that serves all of — County (with the exception of — which maintains its own city library system.) The district maintains 17 libraries throughout the county, as well as various outreach programs. Each community library reflects the community it serves, and no two are alike. Perhaps the most prominent commonality would be services to children.
  - Just over 20% of the people living in — County live below the poverty line, so many library services are tailored to meet the needs of users who don't have access to cars, computers, healthcare, and other vital social resources.
- The calendar appears to have many events for school-aged children. How would you describe the various classes and other events at the library? Who attends your most popular events or classes?
  - Most of the branches lack facilities for presenting classes. Childrens' programs are more informal and very popular. 22,399 children attended ND7 library programs in 2017, more than twice the number of teens and adults.
- What is the library's relationship with other public-interest agencies, such as city/county government, schools, the health department, chamber of commerce or community groups? (Do you report to any groups, sit on committees together, or intersect in other ways?) Has the library collaborated with any of these groups on a recent project?
  - ND7 is a very widely distributed district, so I am not able to speak to the question of community agencies' formal collaborations.

Questions about open data and the library

ND7's area has a few local data portals . . .

- Does this data come up in the course of library service -- answering patron questions, for example?
    - Yes. Library staff are familiar with <u>local data sources</u> and rely on those resources when responding to patron requests.
- Do you offer any kind of instruction -- either in class or one-on-one -- about open data?
    - In most cases, the data source is viewed and treated as a public record, rather than "open data." Instruction is provided one-on-one, as requested.
        - If so, what's gone well with that instruction? What could go better?
        - If not, how much do public records of any sort come up in service to patrons -- either classes, or one-on-one reference help?
            - A patron attempting to navigate a government or legal system challenge will bring situation specific requests to library staff, who then work one-on-one with the patron.
        - Is open-data-literacy instruction -- for staff, the general public or patrons one-on-one -- an interesting option for the future at _ND7_ ? Why or why not? Unknown
        - How does the library use data to enhance its own operations? Does the library publish data about its own operations?
            - Yes. _ND7_ <u>publishes all board minutes, budgets, and statistics.</u>
        - Do you see _ND7_ publishing more data about itself in the future -- why or why not?
- A few library systems in the state have worked with local governments in launching open data portals, or improving open data. The libraries draw on their own use of data and technology, as well as daily interaction with patrons who are using technology and online information. Have _ND7_ played such a part in local governments' open data publishing?
    - Do you see _ND7_ playing such a role in the future? Why or why not?

To sum up

- Given the needs of your community, what might be the right next steps for _ND7_ in the area of open data -- publishing? advising? instructing? something else?
    - _ND7_ collaborates with several other community organizations to build <u>online digital repositories of cultural heritage collections</u> that use EAD standards and open technologies to promote durable, persistent access to digital data that can be freely used, re-used and redistributed by anyone, subject to attribution, copyright restrictions and open-data standards.
- What would help you to take any such step?
- **Anything I haven't asked you or that you'd like to add?**