

**Texas State University, Alkek Library**  
**Government Information**  
**Collection Development**

**I. Policy**

**Introduction**

Texas State University was authorized by the Texas State Legislature in 1899, and opened doors as Southwest Texas State Normal School in 1903. The Legislature has broadened the scope of the institution from a small teacher education institution to its current status as a major multidisciplinary university. Through nine academic colleges, Texas State offers 101 bachelor's, 88 master's, and nine doctoral degree programs. The university serves more than 30,000 students and employs nearly 1000 full-time faculty. Since 2005, Texas State has also offered bachelor's and graduate-level courses in Round Rock, Texas, at the [Round Rock Higher Education Center \(RRHEC\)](#).

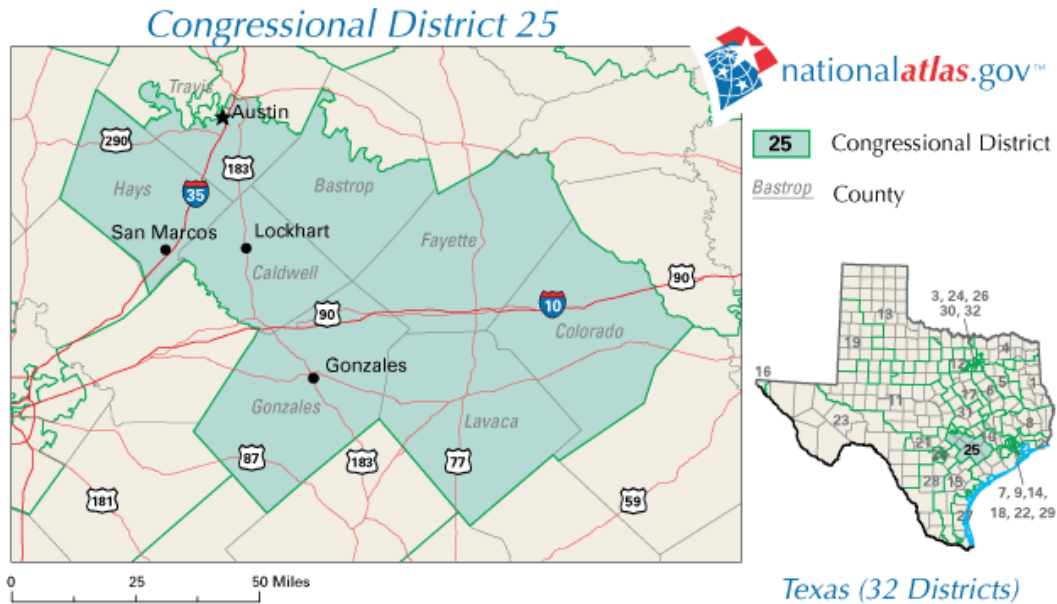
The Alkek Library collections support the current and anticipated teaching and research needs of students and faculty. Depository status was granted to the library in 1955. However, many government documents in the collection predate depository status. Of special note is the collection's *Congressional Record* run, which dates from 1873 to present. The Texas State Depository Program began in May 1963; however, the earliest documents in the Government Information collection seem to be from the early 1970s.

The federal depository collection is different from typical library collections, in that depository libraries build a profile of item numbers that describe the type of materials that are desired for that depository. Hence, since one item number may reflect several titles, there may be greater latitude in the materials that are received by a depository. Individual titles are not purchased, except in special situations, and though purchased copies enrich the Government Information collection, they are not truly depository materials.

The federal depository's unique status also extends to the constituents that it serves. In addition to the library's role within the academic setting, the depository also has an obligation to serve the government information needs of citizens of the 25<sup>th</sup> Congressional District (shown in the *National Atlas* image on page 2). Rather than addressing the needs of a specific subject area, the depository provides information for a wide variety of disciplines, in many different formats. For example, information needs that may be met by the depository collection may range from topographic maps to meet the needs of geography students to *Code of Federal Regulations* access via the Internet for a community member.

The 2006-2008 *American Community Survey* estimated total population of the 25<sup>th</sup> Congressional District to be 768,116, which is 100,000 more than the 2000 Census estimate of 651,618 for the District. The Congressional District includes the following counties: Bastrop (part), Caldwell, Colorado, Fayette, Gonzales, Hays, Lavaca, and Travis (part). Major centers of population within the district include south Austin, Bastrop, Buda, Eagle Lake, Flatonia, Gonzales, Hallettsville, Kyle, La Grange, Lockhart, Luling, San Marcos, Schulenberg, Shiner, Smithville, Weimer, and Wimberley.

The median age of people residing within the Congressional district is 30.6. According to the 2000 Census, 88,280 people within the District had no high school diploma; 83,753 had some college, but no degree; 72,707 had a bachelor’s degree; and 36,367 had a graduate degree. 62,028 people within the District were currently enrolled in college or graduate school in 2000.



Major industries within the Congressional District are diverse, and include manufacturing (concrete/cement production, nonmetallic mineral product production, and fabricated metal production) information, educational services, and accommodation and food services being lead industries in the I-35 and I-10 corridors within the District (source: *Economic Census* by county, 2007). Agriculture is a more significant industry for counties on the eastern edge of the Congressional District (Fayette, Gonzales, and Colorado), with the number of farms per county and the economic impact of agricultural industry, as measured by “total income from farm-related sources,” tending to be more in these counties (source: *Agricultural Census* by county, 2007).

**Access to Government Information**

The Government Information unit of the Alkek Library is located in the southwest corner of the fourth floor. Most of the documents are housed in compact shelving on the floor. However, some titles are located in other areas of the Library. Those titles include, but are not limited to:

Title	Location
<i>Foreign Relations of the United States</i> (U.S. Document)	JX233 .A3 (check for email on this one)
<i>General and Special Laws of the State of Texas</i> (Texas Document)	Sixth Floor - KFT1230 .A2
<i>Journal of the House of Representatives</i> (Texas Document)	Sixth Floor - J87 .T4
<i>Journal of the Senate</i> (Texas Document)	Sixth Floor - J87 .T4

Library of Congress titles including ( <i>Subject cataloging manual: subject heading; Cataloging service bulletin; Library of Congress Subject Headings; Free-floating subdivisions: An alphabetical index; LC Classification</i> )	Cataloging and Metadata Services (most recent titles; older titles return to Government Information)
<i>Occupational Outlook Quarterly</i> (U.S. Document)	Periodicals - HF5381.A1 O362
<i>Texas Highways</i> (Texas Document)	Periodicals - TE24 .T4 T38
<i>Texas Parks and Wildlife</i> (Texas Document)	Periodicals - SK1 .T45

The Government Information unit is staffed regular hours to provide access and assistance with the collection. Information about the Government Information unit is available on the unit's webpage (<http://www.library.txstate.edu/about/departments/gov-docs.html>). Print materials may be checked out by all patrons possessing a library card, while electronic items are also available.

Links to government databases, such as Homeland Security Digital Library, ERIC, Medline, and others, are provided through relevant database subject categories on the Databases by Subject webpage (<http://catalog.library.txstate.edu/search/y>). Commercially produced databases, such as LexisNexis Academic or PAIS, also assist in providing access to resources. A Government Information research guide (<http://www.library.txstate.edu/help/research-guides/gov-info.html>) is also available to assist patrons.

Government information that is not available or not collected by the Alkek Library may be borrowed from other libraries via an interlibrary loan request for Texas State University affiliates. Residents of Congressional District 25 may request Interlibrary Loan service from their local public library. If patrons are willing to visit a neighboring library in the region, Government Information staff can also identify what Texas depository library might have the needed title.

### **Selection Responsibility**

The Government Information Librarian is responsible for the selection of Alkek Library government publications. This selection is assisted by input from subject librarians, the collection development librarian, and from campus faculty. Recommendations from University students and from the general public are also considered. Additionally, selection may be guided by input from the local regional depository at the Texas State Library.

### **Collection Guidelines**

The Government Information collection is accessible to community and public patrons as required by law (44 U.S. Code). This collection development policy applies primarily to U.S. federal documents, especially to materials deposited as part of the Federal Depository Library Program (FDLP). Alkek is a selective federal depository (76%, as of June 2010) and a full Texas depository for state publications.

Selection of materials is influenced by the nature of the Depository Library Program. Depository items are offered according to item numbers. Under this system, an item may comprise publications on a variety of topics, some of which may be out of scope for the Library. In these cases, the decision to select an item depends on the number of relevant titles within the item number. Though deletions may be made from the selection profile at any time, additions may only be made in June and July.

The Government Information Unit collects all of the *Basic Collection* titles recommended by the Government Printing Office (see list at <http://www.fdlp.gov/collections/collection-tools/basiccollection>) and most of the *Suggested Core Collection for Academic Libraries* titles (see list at <http://www.fdlp.gov/corecollections?start=1>). In addition to these core collections, the Unit continues to determine appropriate item numbers needed to support the University's mission as well as the needs of the local community. Selections may change from year-to-year in response to changes in the Texas State University academic focus, reflecting the increased number of programs or degrees and changes in faculty research orientation. Per FDLP guidelines, items are retained for at least 5 years, even when deselected, unless or until they are superseded.

Texas documents are received without a selection profile, so no similar process exists for these documents.

Additional criteria that are considered in the selection process include language, geography, treatment, and format. Criteria are further detailed in the Procedures section below. Information about selection levels, weeding, and replacements is also detailed in the Procedures section.

## II. Procedures

### Selection

As mentioned in the policy, selection of federal materials for depository libraries is managed through the maintenance of the depository library's profile. Additions to the profile may only be made during the selection period (typically June and July) of each year. Deletions from the profile may be made at any time. The Government Information Librarian is responsible for these modifications. The following criteria are considered in the selection of item numbers for the depository profile:

Language: English is the major collected language; some Spanish documents will also be collected.

Geography: The depository's coverage is nationwide. In the case of detailed federal agency reports available according to geographic area, the unit selects documents from Texas, with a secondary focus on the neighboring states of Louisiana, Oklahoma, and New Mexico.

Treatment: Depending on the subject, ephemeral federal agency publications, such as newsletters, press releases, posters, and internal pamphlets are not selected. Braille and large print materials are selected for the collection as appropriate.

Format: In general, all items are selected in whatever formats are available (paper, microforms, CD-ROMs, posters, flyers, maps, charts, and audiovisual materials). Some works of a time-sensitive nature, such as agency telephone directories and newsletters, are not selected, but are readily accessible on the Internet. Most documents are available in only one type of format. In the case that multiple formats are available, a decision is made according to the nature and frequency of use. Beginning in 2010, the *Congressional Record* and *Federal Register* will be selected in microfiche format to conserve space and continue the run of these titles (previously, the titles had been selected in print through the depository program, with a subscription to a microformat version).

Internet: U.S. government agencies are in the forefront of publishing in electronic format. The Government Information unit relies increasingly on Internet access to government information. The Government Information unit is attempting to add increased access to electronic government resources through the library catalog. As electronic access increases, the print collection may decrease in size. Online versions of titles may be substituted for tangible titles if the depository coordinator can determine that the online version is complete, official, and permanently accessible. In making the decision to substitute electronic titles for tangible formats, user and staff characteristics will be carefully considered. In many cases, academic researchers prefer electronic access to information; however in some cases, there is still value to continuing to receive an easy-to-use traditional resource. If a substitution is made, the library catalog will include active hyperlinks to the title. Web guides will also inform patrons of title availability.

Selection levels: The following levels of collecting are an approximate indication of our interest. Levels are designated by Superintendent of Documents (SuDoc) Classification. The desired level is a self-selected approximate level of selection, with 0 representing no selection in that area and 4 as the highest level of selection. The percentage of current selection is from *Documents Data Miner* (<http://govdoc.wichita.edu/ddm2/gdocframes.asp>), an online service which provides a breakdown of selection by depository. Some of the Documents Data Miner percentages may seem odd (see for example Congress). Part of the reason for low percentages is that a title may be available in multiple formats, and we are only allowed to select one format.

<u>SuDoc Abbreviation</u>	<u>Department (number in parentheses= total available number of items)</u>	<u>Desired level of selection</u>	<u>Percentage of current selection</u>
A	Agriculture Department (1389)	3	75%
B	Broadcasting Board of Governor's Board (9)	3	100%
CR	Civil Rights Commission (8)	4	80%
C	Commerce (1115) (Includes Census)	4	79%
X	Congress (14)	4	57%
Y	Congress (626)	3	54%
D	Defense (795)	2	49%
ED	Education (163)	4	78%
E	Energy (290)	3	66%
EP	Environmental Protection Agency (221)	4	80%
PREX	Executive Office of the President (121)	4	91%
FCA	Farm Credit Administration (7)	2	22%
CC	Federal Communications Commission (19)	3	57%
FHF	Federal Housing Financing Board (36)	3	97%
FMC	Federal Maritime Commission (16)	3	56%
FM	Federal Mediation & Conciliation Service (2)	3	100%
FR	Federal Reserve System Board of Governors (7)	4	100%
FT	Federal Trade Commission (34)	3	41%
FA	Fine Arts Commission (1)	3	100%
FTZ	Foreign Trade Zones Board (1)	3	0%
GS	General Services Administration (62)	3	48%
GA	Government Accountability Office (2)	3	67%
GP	Government Printing Office (17)	4	47%

<u>SuDoc Abbreviation</u>	<u>Department (number in parentheses= total available number of items)</u>	<u>Desired level of selection</u>	<u>Percentage of current selection</u>
He	Health & Human Services (851)	3	70%
HS	Homeland Security (188)	3	44%
HH	Housing & Urban Development (55)	3	45%
I	Interior Department (656)	3	43%
ITC	International Trade Commission (21)	3	95%
IC	Interstate Commerce Commission (1)	3	100%
JU	Judiciary (56)	3	60%
J	Justice Department (258)	3	79%
L	Labor Department (286)	3	53%
LC	Library of Congress (134)	4	77%
MS	Merit Systems Protection Board (7)	3	62%
NAS	National Aeronautics and Space Administration (83)	3	64%
AE	National Archives and Records Administration (45)	4	64%
NC	National Capital Planning Commission (3)	1	100%
NCU	National Credit Union Administration (12)	4	25%
NF	National Foundation on the Arts and the Humanities (29)	4	66%
LR	National Labor Relations Board (11)	3	66%
NMB	National Mediation Board (5)	3	66%
NS	National Science Foundation (34)	4	66%
OP	Overseas Private Investment Corp. (9)	3	55%
PE	Peace Corps (9)	4	80%
PM	Personnel Management Office (45)	3	61%
PR	President of the United States (12)	4	100%
RR	Railroad Retirement Board (18)	3	0%
SE	Securities and Exchange Commission (16)	3	81%
SBA	Small Business Administration (24)	4	65%
SI	Smithsonian Institution (46)	4	80%
SSA	Social Security Administration (98)	3	79%
S	State Department (94)	4	81%
TD	Transportation Department (378)	3	37%
T	Treasury Department (160)	3	70%
TDA	U.S. Trade and Development Agency (4)	3	100%
P	U.S. Postal Service (26)	2	28%
ID	U.S. Agency for International Development (28)	3	100%
VA	Veterans Affairs (50)	3	36%
PRVP	Vice President of the United States (4)	4	100%

The following SuDoc form levels often correspond to an item selection category.

<u>Form level</u>	<u>Type of material</u>	<u>Desired level of selection</u>
.1	Annual reports	3
.2	General publications	4

Form level	Type of material	Desired level of selection
.3	Bulletins (numbered series)	4
.4	Circulars	3
.5	Laws	3
.6	Regulations, rules, and instructions	3
.7	Press releases	1
.8	Handbooks, manuals, guides	3
.9	Bibliographies and lists of publications	4
.10	Directories	0
.11	Maps and charts	3
.12	Posters	1
.13	Forms	1
.14	Addresses, lectures, etc.	3

Weeding: The Government Information unit follows the weeding guidelines established in the *FDL Handbook* (<http://www.fdlp.gov/administration/handbook/392-chapter5?start=14>) which supersedes *Instructions to Depository Libraries*. Federal materials over five years old may be weeded if not relevant to local research needs. Superseded materials are weeded unless of historical interest. Duplicate materials are also weeded, unless materials are of high research or historical value. Targets for weeding are listed in the Government Information Collection Development policy.

The Government Information Librarian will identify documents that meet weeding criteria.

Documents that are targets for weeding include:

- Superseded publications
- Documents that are damaged beyond repair
- Duplicates, with the exception of heavily used documents and documents of historical significance
- Preliminary reports (if final report has been received)
- Single sheet items/pamphlets
- Meeting announcements
- Newsletters
- Some consumer information pamphlets/guides
- Dated/false information with no historical interest
- Material that is not relevant to this geographic region
- Calendars
- Long-held documents which no evidence of use can be determined or foreseen

Documents that will generally be exempt from weeding include:

- Bibliographies
- Environmental publications
- Any material containing information on Texas
- Any publication that may be of value (present or historical) to any graduate program at Texas State University, particularly materials that have circulated.

Weeded documents will be pulled from the shelf. Librarian liaisons may be consulted for relevant academic disciplines. Below is a list of Superintendent of Document (SuDoc) classifications with an associated librarian liaison.

<u>SuDoc Abbreviation</u>	<u>Department</u>	<u>Librarian Liaison (relevant discipline is in parentheses)</u>
A	Agriculture Department	Barbara Potts (agriculture); Sarah Naper (geography)
B	Broadcasting Board of Governor's Board	Jan Tidwell (journalism and mass communication)
CR	Civil Rights Commission (8)	Margaret Vaverek (history; political science)
C	Commerce (1115) (Includes Census)	Charles Allen (business; economics)
X	Congress (14)	Margaret Vaverek (history; political science)
Y	Congress (626)	Margaret Vaverek (history; political science)
D	Defense (795)	Jane Mills (military science)
ED	Education (163)	Arlene Salazar (education)
E	Energy (290)	Sarah Naper (geography; engineering technology)
EP	Environmental Protection Agency (221)	Sarah Naper (geography; engineering technology); Stephanie Larrison (biology)
PREX	Executive Office of the President (121)	Margaret Vaverek (history; political science)
FCA	Farm Credit Administration (7)	Barbara Potts (agriculture)
CC	Federal Communications Commission (19)	Jan Tidwell (journalism and mass communication)
FHF	Federal Housing Financing Board (36)	Charles Allen (business; economics)
FMC	Federal Maritime Commission (16)	Sarah Naper (geography); Stephanie Larrison (biology)
FM	Federal Mediation & Conciliation Service (2)	Margaret Vaverek (history; political science)
FR	Federal Reserve System Board of Governors (7)	Charles Allen (business; economics)
FT	Federal Trade Commission (34)	Charles Allen (business; economics)
FA	Fine Arts Commission (1)	Tara Spies (art)
FTZ	Foreign Trade Zones Board (1)	Charles Allen (business; economics)
GS	General Services Administration (62)	Margaret Vaverek (history; political science)
GA	Government Accountability Office (2)	Margaret Vaverek (history; political science)
GP	Government Printing Office (17)	Sarah Naper (government information)
He	Health & Human Services (851)	Anthony Guardado (nursing); Arlene Salazar (health & human performance); Selene Hinojosa (health information management); Psychology (Terry Edwards)
HS	Homeland Security (188)	Jane Mills (military science); Margaret Vaverek (history; political science); Lisa Ancelet (criminal justice)
HH	Housing & Urban Development (55)	Arlene Salazar (social work); Charles Allen (business; economics)

<u>SuDoc Abbreviation</u>	<u>Department</u>	<u>Librarian Liaison (relevant discipline is in parentheses)</u>
I	Interior Department (656)	Sarah Naper (geography); Margaret Vaverek (history; political science)
ITC	International Trade Commission (21)	Charles Allen (business; economics)
IC	Interstate Commerce Commission (1)	Charles Allen (business; economics)
JU	Judiciary (56)	Lisa Ancelet (criminal justice); Margaret Vaverek (history; political science)
J	Justice Department (258)	Lisa Ancelet (criminal justice); Margaret Vaverek (history; political science)
L	Labor Department (286)	Charles Allen (business; economics)
LC	Library of Congress (134)	Paivi Rentz (library general)
MS	Merit Systems Protection Board (7)	Charles Allen (business; economics)
NAS	National Aeronautics and Space Administration (83)	Jane Mills (aerospace studies)
AE	National Archives and Records Administration (45)	Kris Toma (archives); Margaret Vaverek (history)
NC	National Capital Planning Commission (3)	Charles Allen (business; economics)
NCU	National Credit Union Administration (12)	Charles Allen (business; economics)
NF	National Foundation on the Arts and the Humanities (29)	Tara Spies (art)
LR	National Labor Relations Board (11)	Charles Allen (business; economics)
NMB	National Mediation Board (5)	Charles Allen (business; economics)
NS	National Science Foundation (34)	Stephanie Larrison (biology); Sarah Naper (geography); Margaret Vaverek (physics); Selene Hinojosa (chemistry)
OP	Overseas Private Investment Corp. (9)	Charles Allen (business; economics)
PE	Peace Corps (9)	Arlene Salazar (social work)
PM	Personnel Management Office (45)	Charles Allen (business; economics)
PR	President of the United States (12)	Margaret Vaverek (history; political science)
RR	Railroad Retirement Board (18)	Charles Allen (business; economics)
SE	Securities and Exchange Commission (16)	Charles Allen (business; economics)
SBA	Small Business Administration (24)	Charles Allen (business; economics)
SI	Smithsonian Institution (46)	Margaret Vaverek (history); Tara Spies (art)
SSA	Social Security Administration (98)	Charles Allen (business; economics)
S	State Department (94)	Margaret Vaverek (history; political science)
TD	Transportation Department (378)	Charles Allen (business; economics)
T	Treasury Department (160)	Charles Allen (business; economics)
TDA	U.S. Trade and Development Agency (4)	Charles Allen (business; economics)
P	U.S. Postal Service (26)	Charles Allen (business; economics)
ID	U.S. Agency for International Development (28)	Charles Allen (business; economics)
VA	Veterans Affairs (50)	Jane Mills (military science)

<u>SuDoc Abbreviation</u>	<u>Department</u>	<u>Librarian Liaison (relevant discipline is in parentheses)</u>
PRVP	Vice President of the United States (4)	Margaret Vaverek (history; political science)

Library liaisons will have one week to review materials and raise objection to deselection. Library liaisons may request that materials be reviewed by faculty. This request will result in an additional two week extension for review.

As per federal law (see *United States Code*, Title 44, Chapter 19, Sections 1911 and 1912), after materials have been approved for deselection a list will be compiled of each title that is being deselected. This list will be submitted to our regional library, the Texas State Library, in Austin. If permission is given to discard materials, then the list of publications is shared with other Texas depositories and the national Needs and Offers List (<http://www.fdlp.gov/collections/collection-maintenance/144-needs-and-offers-nao>). Guidelines for the formatting the deselection list are available at <http://www.tsl.state.tx.us/ref/fdlp/#format>.

If the Texas State Library requests that the document be retained or that we give the document to another library, we must follow their directive. Otherwise, documents will be boxed for disposal as per Texas State University disposal procedures.

It is likely that most titles that will be disposed will not be in the Texas State University catalog; however, staff will check each title to ensure that it is not in the catalog. If a title is in the catalog, the record will be deleted from the library catalog by the Government Information staff. The title will also be removed from our shelf list.

Replacement: When a document is identified as missing, the item is given a “missing” status in the catalog and then searched for by Government Information staff. Additionally, once a semester, an overdue list will be created by government documents staff. The item code 2 for each missing item will be changed to a “2.” Government documents staff will search for each missing item twice in a four week period. After each search, if the item is not found, the item code 2 will be increased by one digit, until the item code 2 reaches 4. If the missing item is found, the item code 2 will revert to its original status. An item code 2 status of 4 will add the item to the candidates for the replacement list. “Needs and Offers” lists will be reviewed for replacement copies. In some cases, a replacement copy may be purchased from the Government Printing Office or from an out-of-print vendor.

Preservation: In accordance with the Preservation Policy of the American Library Association (<http://www.ala.org/ala/mgrps/divs/alcts/resources/preserv/08alaprespolicy.cfm>), the Alkek Library is committed to “preserving their collections through appropriate and non-damaging storage, remedial treatment of damaged and fragile items, preservation of materials in their original format when possible, replacement or reformatting of deteriorated materials.” Print materials that are heavily used or of long-term value may be bound, when appropriate. Items most likely to be bound are periodicals.

Worn or damaged items are evaluated for retention or withdrawal. Items to be retained are repaired if possible. Those items that cannot be repaired are considered for replacement, photocopying or reformatting in digital format.

## Resources

The following were consulted in the construction of this policy and procedures.

*Collection Development Policy – ECU*; East Carolina University (Michael Cotter, Walter Zoller, 2000); available online at [http://wikis.ala.org/godort/index.php/Collection\\_Development\\_Policy\\_-\\_ECU](http://wikis.ala.org/godort/index.php/Collection_Development_Policy_-_ECU).

*Collection Development Policy – UNH*; University of New Hampshire (Linda Johnson, 2001); available online at [http://wikis.ala.org/godort/index.php/Collection\\_Development\\_Policy\\_-\\_UNH](http://wikis.ala.org/godort/index.php/Collection_Development_Policy_-_UNH).

*Collection Policy, Federal and State – CSU Los Angeles*; California State University, Los Angeles (M. Oppenheim, 1996); available online at [http://wikis.ala.org/godort/index.php/Collection\\_Policy%2C\\_Federal\\_and\\_State\\_-\\_CSU\\_Los\\_Angeles](http://wikis.ala.org/godort/index.php/Collection_Policy%2C_Federal_and_State_-_CSU_Los_Angeles).

*FDL Handbook*; Federal Depository Library Program; available online at <http://www.fdlp.gov/administration/handbook>.

*Government Documents Collection Development Policy*; University of Nebraska Kearney: Calvin T. Ryan Library (Diana Keith, 2001); available online at <http://www.unk.edu/academics/library.aspx?id=7836>.

*Government Documents Collection Development Policy: Federal Depository #0633*; University of Mary Washington (Rebecca Elswick, 2007); available online at [http://www.umw.edu/library/research/government/collection\\_development\\_pol.php](http://www.umw.edu/library/research/government/collection_development_pol.php).

*Government Documents Department Collection Development Policy*; Stonehill College: MacPhaidin Library (Jane Swiszc, 2002); available online at <http://www.stonehill.edu/x15674.xml>.

*Government Information at Golda Meir Library: Collection Development Policy*; University of Wisconsin-Milwaukee: Golda Meir Library (2006); available online at <http://www4.uwm.edu/libraries/govinfo/collection.cfm>.

*Texas State Plan for Federal Depository Library Services*; available online at <http://www.tsl.state.tx.us/ref/fedinfo/stateplan.html>.

*University of Northern Colorado Libraries: Government Publications Collection Development Policy*; University of Northern Colorado (2009); available online at <http://www.unco.edu/library/documents/GovDocCollectionDevelopment%20PolicyAndAppendixMay09.pdf>.