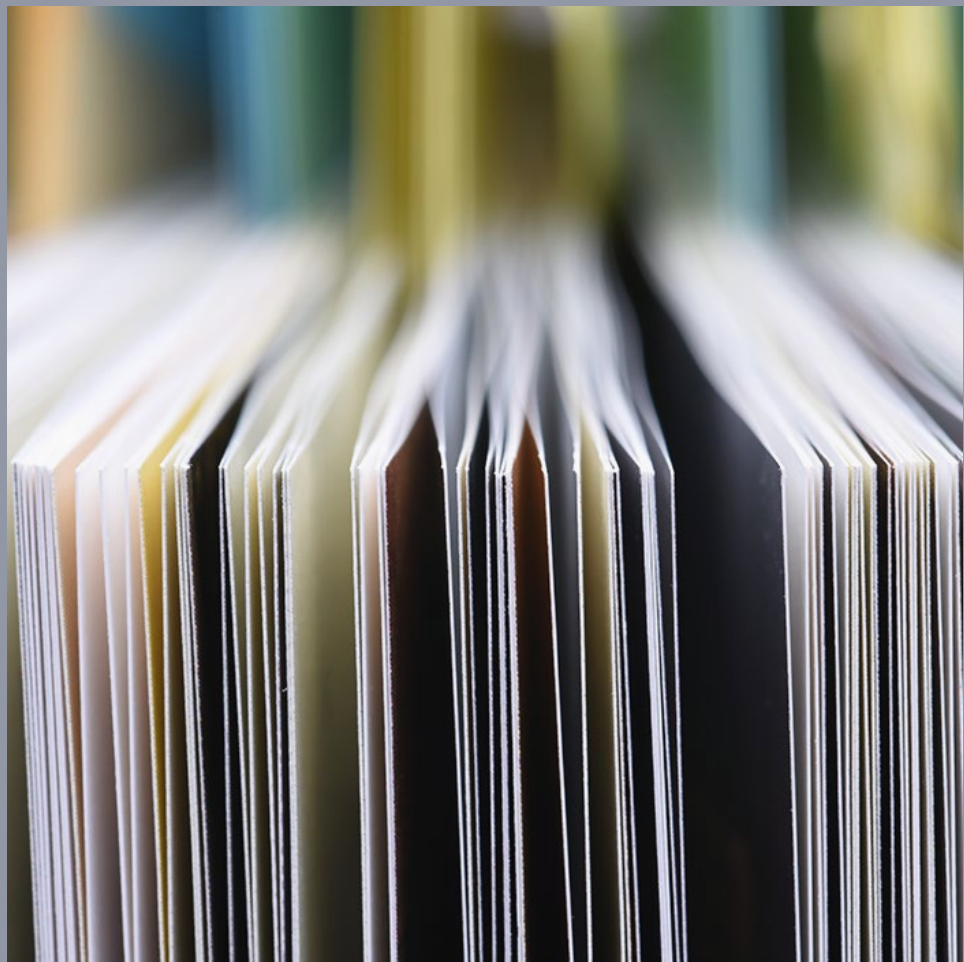


**Recommendations & Commendations
of the Depository Library Council
to the GPO Director
& GPO Responses, Fall 2018**



FEDERAL DEPOSITORY LIBRARY PROGRAM

<http://www.fdlp.gov>

INTRODUCTION

This document presents the recommendations & commendations of the Depository Library Council from the Fall 2018 Federal Depository Library Conference and the U.S. Government Publishing Office's responses to those recommendations.

Prepared by: Staff of Library Services and Content Management
February 15, 2019

RECOMMENDATIONS & COMMENDATIONS OF THE DEPOSITORY LIBRARY COUNCIL TO THE GPO DIRECTOR & GPO RESPONSES, FALL 2018

Recommendation #1: Council recommends that GPO provide an update to the Federal Depository Library Program community about what has happened in the past year with the grant making authority proposal and study. We also recommend that GPO continue to monitor the possibility of a grant program for the future.

Justification:

The original recommendation from Council regarding grants to depository libraries was in a memo dated September 27, 2017 to Davita Vance-Cooks, then GPO Director, from James Shaw, then Chair of the DLC, which called for the inclusion of a new section in Title 44, US Code, Section 19.

That portion of the memo reads as follows:

New section: grants to depository libraries: Add a section to Chapter 19 to give GPO grant-making authority, and to enter into contracts or cooperative arrangements with depository libraries to enhance access to Government publications. Such activities may include, but are not limited to, the digitization of Government publications, preservation of Government publications, and cataloging Government publications. Giving GPO grant-making authority would provide leverage to accelerate efforts to improve access to and preservation of Government publications, and to foster greater cooperation between GPO and depository libraries that participate in GPO-funded projects.

Council believes that such a grant program to depository libraries is important and would contribute to the ability and willingness of the depository libraries to participate with GPO in preservation, digitization and other projects which could include but not be limited to community outreach and public access to government documents. We also believe that grant making authority for GPO would help to ensure future participation of libraries in the program and enhance the preservation of as well as public access to government information.

GPO Response:

In December 2017, a draft bill to revise Title 44 of the *United States Code* was released by the Committee on House Administration (CHA). Among the provisions to modernize the FDLP was grant making authority for the GPO Director, through the Superintendent of Documents, to provide financial assistance to eligible Federal depository libraries.

With the possibility of having this new authority, GPO's Library Services & Content Management (LSCM) began to explore how we might administer a grant program for Federal depository libraries. And there were several discussions with our Federal colleagues at the Institute of Museum and Library Services (IMLS), whose mission is "to advance, support, and empower America's museums, libraries, and related organizations through grantmaking,

research, and policy development.” LSCM also earmarked monies to undertake a more complete study of grant programs and to develop recommendations for how GPO should establish and implement such a program to support Federal depository libraries.

In mid-March 2018, CHA Chairman Harper introduced the *FDLP Modernization Act of 2018* (H.R. 5305), which was a very different bill than the draft that was released the previous December. Though there was support from GPO, the Depository Library Council, Federal depository libraries, national library associations, and the broader library community for GPO to have grant making authority, it was eliminated from this bill.

With grant-making authority no longer in GPO’s foreseeable future, investigative work on the study ceased. The monies for the study are on hold. When the timing is right, LSCM will resume investigative work on a grant program and conduct an implementation study.

H.R. 5305 did not make it to the floor of the House prior to the end of the 115th Congress. We now have to wait and see if the bill will be re-introduced in the new Congress or if a totally new bill will be drafted and introduced.

Recommendation #2: Council recommends that GPO continue to seek community feedback regarding FDLP eXchange and commit to ongoing development and support for the platform. We recommend that GPO make submitted feedback publicly viewable so that users of FDLP eXchange have a common forum to compare their experiences and can identify frequently cited feature requests and bug reports. We also suggest that GPO comment on and respond to feedback submitted via this public forum and report on the status of any fix requests submitted by users. Support forums like the one we recommend are common in other software development communities. We believe such a tool would increase transparency as eXchange continues to be improved and developed and would inspire productive discussion around potential enhancements, bug fixes, and workflow issues in the FDLP eXchange interface.

Justification:

The FDLP eXchange platform was rolled out earlier this year for broad adoption by the FDLP community. eXchange was created to replace the national needs and offers list and to facilitate more widespread matching of federal documents at the regional and national level. A number of libraries have already been using eXchange with success, but the system still has its issues and bugs as well as inconveniences. Currently, libraries are encouraged to use AskGPO to let GPO know about issues or questions with the tool or to email individual staff at GPO, which isolates and siloes libraries with their own issues and frustrations and discourages shared communication across the FDLP community about known issues or suggested enhancements. If GPO wants to encourage broader usage and to have continued use, Council believes the community needs transparency as eXchange continues to be developed.

GPO Response:

As with any new implementation, there will be functionality and workflow adjustments to be made as the new system is integrated into existing operations. With this in mind, the Superintendent of Documents proposes the following approach to address the DLC Recommendation:

COMMUNITY FEEDBACK

- LSCM staff will organize and facilitate virtual discussions, open to all, via the FDLP Academy, to share development plans and to seek input from the community. This first of these public discussions was held February 13, 2019.
- The Superintendent of Documents and LSCM organizations are committed to respond to all information requests related to the FDLP eXchange, regardless of source. We receive inquiries from askGPO, fdlpoutreach@gpo.gov, staff emails, phone calls, and visits to libraries. Based on the type of inquiry, staff members ensure that the response is handled and forwarded to the appropriate person or working group. Responses to requests may take the form of one-on-one assistance or referrals to training information. In addition, these inquiries often result in new [FDLP eXchange Tips of the Week](#).

THE REQUEST PROCESS

In addition to corresponding with the user, LSCM staff members will take one of the following actions for reported issues that have been verified and accepted:

- LSCM will develop a standard process and a form to be used to submit enhancement requests. The LSCM Development Team will process all submissions and make this information available via the public *FDLP eXchange Requirements Log*.
- Reported system errors, flaws, and/or failures will be added to the public *FDLP eXchange Known Issue Log*.

THE DEVELOPMENT CYCLE

- LSCM will create a separate site for information about the development cycle, e.g., schedules of activities, requirements and known issue logs, etc.
- LSCM will implement a public development calendar that outlines upcoming events within the development cycle.
- Using the scheduled virtual discussions, LSCM staff will work on determining key metrics that support depository libraries and create an analytics dashboard.
- LSCM will create a separate FDLP eXchange page that will serve as a source for community information on matters related to system development, such as:

- A link to the system enhancement form with instructions for completing the form.
- An analytics dashboard.
- Known issues and enhancement logs that include the date submitted and the submitter.
- Release notes which will include upcoming system releases and other information.

Recommendation #3: Council recommends the creation of a working group to explore current and future needs related to digital deposit - both dissemination of content and acceptance of content by GPO. At a minimum, two appropriate members of GPO staff, two members of DLC, and two members of the FDLP community should be appointed to serve on the Digital Deposit Working Group for one year. Composition of the working group should be chosen by DLC in consultation with GPO staff. The Working Group should report findings and recommendations - either initial or final - at the Fall 2019 FDLP annual meeting.

Justification:

Council believes that such a Digital Deposit Working Group is a critically important and inclusive step in reaching consensus on how federal information in digital forms should be disseminated to and amongst the FDLP community for the benefit of all our users.

GPO Response:

The Superintendent of Documents agrees with Council that a working group to explore digital deposit is important and supports the establishment of such a working group. In response to this recommendation, LSCM submitted names of two key GPO staff members to serve on this cross-organizational working group, and in January 2019, the DLC approved the names of GPO staff to serve for one year. They are:

- Library Services and Content Management's Digital Preservation Librarian
- Programs, Strategy, and Technology's **govinfo** Program Manager

As was shared in draft at the Fall 2018 Federal Depository Library Conference, [Developing a Multi-State Comprehensive Collection | FDLP Preservation Services Pilot Strategies](#) was released in its final version in December 2018. A project was proposed in order to "define a pilot project, including identification of needs and resources, in order to implement effective solutions for depositing digital content within the FDLP with respect to needs for content integrity, preservability, collection development, usability, and user community priorities." As part of this effort, LSCM proposed the identification of a methodology for the collection of qualitative information from Federal depository libraries regarding the needs and expectations of "Digital Deposit" as a service of GPO. This methodology could take the form of focus group studies within the FDLP.

LSCM's plan melds nicely with the working group charge as described in the recommendation. LSCM supports the cross-collaborative effort between all members of this group in establishing common definitions and terms surrounding the topic of "digital deposit." This working group may determine the priorities of digital deposit as a solution and or a service for the FDLP. The consensus of this group will inform GPO's pilot project strategies and goals.

Because the Superintendent of Documents believes that the charge of this working group is a complex assignment, we recommend that Council reconsider the timeframe or continue the terms of the working group members until the work comes to fruition, which could be longer than the one year timeframe. GPO looks forward to working with Council and the community on this important effort.

COMMENDATIONS

Commendation #1: The Depository Library Council commends the Government Publishing Office for including the Library of Congress, our natural partner, as a featured participant in our gathering.

Commendation #2: The Depository Library Council commends the staff of Library Services and Content Management on the redesign of the FDLP Academy Repository. In addition, Council commends the overall success of the Academy webinar program and the participation of the community as both presenters and viewers.

Commendation #3: The Depository Library Council commends the staff of Library Services and Content Management on the creation of two promotional brochures: "Did you know..." and "Free U.S. Government information resources on a wide variety of topics." These brightly colored tri-fold brochures will be used to promote free government information available through federal depository libraries. Council especially commends the creation of the "Did you know..." brochures that includes a place saver for adding a library address so that the brochure can be made available in branch libraries or in non-traditional locations such as a student union or a local gathering spot.

Commendation #4: The Depository Library Council wishes to commend upon her retirement Robin Haun-Mohamed for her dedication and service to the Federal Depository Library Program.

Joining the Government Printing Office in 1992 as a Depository Library Inspector, Ms. Haun-Mohamed frequently visited over 100 libraries a year. She spent six years as head of the Depository Administration Branch, and led the library inspection team from 2000-2003. Since

those days, she has successfully held various positions in project management, collection management, and preservation. She became head of Outreach and Support in 2016.

Her unique gift throughout has been a personal connection to the Federal Depository Library Program and the people involved with it, coupled with a deep and detailed understanding of the way it works, both internally and in the field.

Ms. Haun-Mohamed has been the face and voice of the Government Publishing Office to countless librarians.

The Depository Library Council wishes her the best in her future endeavors.

Commendation #5: The Depository Library Council wishes to commend upon his retirement George Barnum for his long service to the preservation of electronic government information and as chronicler of the history of the Government Publishing Office.

Mr. Barnum joined the Government Publishing Office in 1997 as one of GPO's Electronic Transition Specialists. He became GPO's first Electronic Collection Manager, with a primary responsibility for digital preservation. He joined the Office of Innovation and New Technology in 2003, and worked with the team that developed the system architecture for FDsys. In the Congressional Relations office, which he joined in 2009, Mr. Barnum coordinated GPO's 150th anniversary celebration in 2011 and was the lead writer and editor on *Keeping America Informed* and *Picturing the Big Shop*. In addition, Mr. Barnum led the group that developed the GPO history exhibit in GPO main building on Capitol Street.

The Depository Library Council wishes him the best in his future endeavors.

GPO Response to Commendations:

The Superintendent of Documents and LSCM organizations sincerely thank the Council for their complimentary commendations.