

>> Good afternoon everyone we are back. We would like to talk about the project update. So this afternoon you are going to hear about initiatives that are underway for library content management. This is that cataloging and indexing program. I have with me today a representative group and speakers from GPO . They are within the library service and content management unit. They are going to talk about topics, exchange and digitization project. Those are just a few topics that are going to be covered. I want to go through a little news. And about things going on at this time. In February we welcomed our new Dixon Illinois. We designated this library, historically it dates back to 1782 when we welcome them to the program. A brand-new feature is the quarterly feature for digitized publications, historic publications. Every quarter we are going to add new and interesting titles that we have digitized. That we did this through the [Indiscernible] and we did our first installment of five documents. And I look forward to posting new documents that we discovered in June. At another thing that we have done recently, we have new brochures

. So you can log on and take advantage of new material to market the program. And two versions of the brochures are available in Spanish. All you have to do is click on the displays and you can order the material. Affective March 1 the boxes, the shipping boxes that come to you from our facility. Our made of 100% recycled material. We want to thank Suzanne, you can see on the slide she is having a good time. I want to thank her for making that suggestion and we made the switch. We enjoy and we want your feedback on the services that we provide. Thank you so much Susan. So a Additional updates. Of course ALA and AA are in LA this summer. We also have exhibit booths in the exhibit hall, the GPO boots . We will have staff manning those as well. If you have staff at any of those conferences, please stop by the booth to see what we have. And also, Marc your calendar for the library conference that takes place library conference that Takes Pl., October 21st through October 23

. Registration will open in June. And also as a reminder we talked about this yesterday the LSCM update that is available. We put the URL in the chat box and this will give you an update on some of the project that we may not have covered today but they are still ongoing. So this will give you a good idea on what we are doing. Do not forget to share your comments throughout the session. We might have to play musical chairs because we have quite a few staff who is going to do a presentation. If we missed any questions in the chat, do not forget tomorrow we have an open forum session. And always, after the conference, you can ask additional questions as well. I will turn this over to Lisa Russell who will talk about the exchange. >> Musical chairs step number one. My name is Lisa Russell I'm a senior program analyst. Among my duties I am the program manager for the library services system. Which the exchange is a part of. We have been operationalizing it and we are doing a lot of [Indiscernible] and we will talk about the training. We will talk about where we are currently. The exchange launched in June of 2018 and we had over 45,000 posters made. We had 207,000 offers for posters. We conducted training for the community. You can review any of those if you need to. We have conducted nine sessions in person or virtually. Two more than [Indiscernible]. We see things that people are having problems with. Trying to get the information out to people. And that was well received because we keep getting feedback on that. We are updating the webinars. We just released, I think there were six, creating and uploading a spreadsheet. We will continue to revise those. Next slide. We have been working on planning enhancement. We began back when we were developing, and so forth. So we got questions back from the library community and to see if they are using it. And so we looked at all of the suggestions from the community. We also did a virtual discussion. I made a conscious discussion saying it was a virtual discussion not a webinar because we want to have a better opportunity for a discussion instead of us doing all of the talking. So we held the first one in February and the next one is scheduled for May, actually I believe it is May 29 actually. We are going to try to get material I had -- get material out ahead of time. We are also looking at developing a new webpage. Right now we have a project page. We have project information. We also are developing a page for development. There is a larger [Indiscernible] in the work so we had a discussion on how to do the reorganization at the exchange

page. And what we want to do now. But that is in the works we are working on a point release. We are planning a release, from the feedback that we got last year. Currently we do have procurement but there are some changes based on what we found that we have a pretty good idea. And this is part of the virtual discussion. And some of the highlights, we have a lot of requests from folks on processing. So we want to market this as discarded because sometimes people will accidentally upload the same spreadsheet. So that is one of the big things that we are looking at. We are also looking at, we do not need list. We want to post items that they have already reviewed and kind of matches. That way it will allow you to select, and enter things so it can get to other libraries. As we start getting revisions, on the system it will help get that information outside of the region. One of the first request that we got, people asked for documents. Currently it only accepts things, in the colon and dot format. So we have a list of things that will help enhance that validation that way you will not get kicked out and we have a full list of everything that we got. Now I will hand this over to Melissa. >> You will have to forgive me because I was in Texas yesterday. We are working really hard to develop a training program. So we have been working with the regions. We have been doing demonstrations and we are doing developing on hands-on training. We want to be able to find items in various libraries. We are actually working on the entire process. What happens of what everything will look like. We have done this virtually aired we can also develop our training to meet any of your needs. We really like to talk to the regional [Indiscernible] and how they are using the exchange to meet their needs. We did our first advanced training yesterday. It is not showing people how to use the exchange. But from the library association we were asked for training, and so we did that yesterday. It was a big success I would say. We would love to work with you . If you have specific things that you would like to see, or needs that you may have. We can do this virtually or online. We can do it virtually or in person. Excuse me I have been up since 3 AM central time. We have pre-recorded webinars available and we do have topics , you can request something about an exchange or if there's something you would like to know about please let us know. We are doing the conference this summer so watch for the alerts. I will show you how to request training. So if you know you want some training fill out the request, or if you just want to ask a question, or if you are having a specific problem you can contact us and we will be happy to work with you individually or weekend set up a virtual session for you and others in your region.

>> This is Jessica. I have been presenting on the topic of audit and communication for quite a while now. For those who are new or as a reminder I am from the digital depository that was established in 2012. We have three major areas. Organizational infrastructure, technology infrastructure and management. This is going to represent standards in best practice for preservation. Here we have an external audit, in order to receive certification. And in 2015 we participated in the national digital program. During that program, a resident at GPO organized all of the documentation necessary for an audit. They also performed a gap analysis and they did the internal assessment of the depository . Even though the standard came out in 2012 the additional standard, titled requirements for providing audit in certification for the depository . This is the way to create certification bodies to perform the audit. It would not be until a body, performing the audit, would actually begin this process. And 2016 GPO requested information . A year and a half later GPO was able to initiate this process to initiate the auditory. So GPO was audited under the standard by a third-party organization. This is the primary trust authorization. The required [Indiscernible]. This is 1691 standard and what is going to be required under the audit. We had John Garrett, who co-authored the framework. There were a company by major contributors to the standards. The audit consisted of two stages. There was the initial assessment of all of the documentation pertinent to the standard. And then stage number two, respond to any areas of concerns or questions. So in stage number two they performed a on sty -- on site and GPO responded to all of the concerns identified. They did not document any major nonconformances. When no major nonconformances were found the auditors had their final recommendation which was certification and

they issue the actual award. The committee went forward to award the certification to GPO . Making them the first depository in the US and the second in the world. Certification, from a credited certified body, for the preservation practices. And certification initiative since 2014 under the standards provides assurance to the stakeholders including the community, that the standard compliance regarding archives. And that they are accessible and usable for the future. Even though there were no aspects of the GPO . The auditing body did have the final constructive feedback to GPO . These improvements, included GPO to continue to work with producers, of the contact packages that are submitted. And monitor the impact of multiple software packages to facilitate the operation of the system for full integration. And even though the current regulation does work well for current holdings they encourage GPO to prepare for new publish items and expect objects that might more varied in content. So find the final step, they will produce a final audit report. And GPO will publicly post the findings. They will have a webinar through the Academy. To allow the community to ask questions. And GPO will have to undergo an audit every year. And every three years GPO will qualify for recertification.

>> Pardon us as we play musical chairs.

>> I am sorry about that. Good afternoon and thank you for this opportunity to update you on LSCM preplacement for the platform. A little background on the project. The current platform, was implemented 14 years ago. This platform serves as a primary communication tool. Not only for FDL and our interaction with other federal agencies. We were notified back in FY 16, the contract which is the current platform would need to be put up for a bid. After months of market research, and comparison of customer and we made the decision to move GPO to the new platform. You may ask why Salesforce? It will provide a cleaner platform and it will have a user-friendly dashboard for both internal and our primary customer group. Salesforce is recognized as the number one CR in the world. They have a proper ranking among federal agencies including developing CRM all the way from the White House and commerce. So they are familiar with the specific practices of federal agencies. But we are a little different. The salesforce, will allow us to have more concise information about the people we engage with on a daily basis. They will offer a more personalized, precise and rapid engagement. And the new platform, will have, it will allow us to have transparency in her previous engagement. And the engagements that we have right now. The plan is that when we get any inquiries from GPO , from someone that we do not know, most of the times it will be outside of the system in order to be addressed. And at that point we do not have a record of that engagement. So we are hoping to change that with Salesforce. The new platform will be more user-friendly. The response time for common questions it will be quicker. It will allow us to manage our knowledge base. And it will improve our engagement management process. Ultimately this platform could be implemented wide GPO but right now it is just in LSCM . And one of the, you know there was a implementation of the salesforce platform to a vendor called Corespear they do have a lot to experience. Task order number one was designed for the planning phase. And again we asked GPO , and working with that vendor we have completed hours of discovery sessions. We have gathered user feedback. We also have a dream list from our staff, on what they would like to see for the future platform that will help them with their interactions. And this chart diagrams who our customers are. And some of the interactions that we currently have with those customers right now. I realize this is a hard diagram to look at. Just to give you a graphic view. One of our key discoveries, was to determine how the current system is used. With the current system, it is a balky cumbersome, it requires a lot of engagement outside of the system in order to respond to the inquiries that we receive. And one of our biggest issues, it really has no record of any of the history of that inquiry. I am sure there is frustration on people that asks those inquiries. Because if you call a second time on the same issue you probably have to start from ground zero. And we really want to eliminate that. And it would also, for instance if you called in today and you asked me some ink and I

responded to you with the current platform. Then I went away. When you call back in three months there is no record. So you would have to start over again and so we hope to eliminate that. And the second diagram, what it shows, the expanded interaction of Salesforce with our current demand. And you can see that the interaction is much larger. And again it will be more efficient. It will be user friendly than our current system. Both internally and externally aired at one point, we will have an interactive piece. There will be self-service that can be done. You can call in and say, or get on the system and say I need my historical documents. So we will be able to go to your page. We can click and say, save this to my historical documents and that kind of thing. And again we will have updated knowledge. And we will have a history of your previous engagement. For the internal staff, there is no need to go outside of the system. And we will create documentation and follow-up. The original, we asked to have the Ask GPO replaced . And training was completed last year. Task order number two was issued in October. Currently it is waiting for funding from the . We have the funds and it is tricky. But unfortunately, they are in the middle of a two-year organization -- reorganization so we will not get any funding to move forward right now. We hope any minute right now, but once we get the approval implementation will take about eight months. If we receive this by May we can start our project, and that would be their first quarter of next year. The important part is that the salesforce is a critical part. This is the strategic plan moving forward in strengthening our partners or partnerships, with other federal agencies and the general public.

>> After having heard all of the great things with that comprehensive collection presentation from yesterday and the preservation pilot services presentation today I feel like what I am going to say is redundant and has already been said. Preservation is a part of lifecycle management with LSCM and much of what we bring to that community. And that is the community and the federal libraries and agencies that we work with. Images and specifications and things like that. Processes that make the content, that is provided by her digital partners. This is a part of the content that becomes digital content for the community information. A lot of what we do cannot be done without a lot of this collaboration work. And also with our colleagues in GPO and we were closely with technology. As well as different folks in LSCM and cataloging folks. We talked about the different areas of the preservation services pilot and what we hope to do there eventually. We do have a lot of questions and feedback about that. We are looking at the chat in reviewing the questions. And that is really all that I have to say. Two good afternoon my name is Suzanne.

>> I will give you the last update for the day. We have added quite a bit of digital content. We do have a conference in October. United States Army, we have a 17 volume set, that contains documents from the start of the American involvement in World War I. All of the manuals are now available. From to and we have 1940s available. And finally the Federal Register index dating back to 1936 and you notice there is a small gap. This is what we are working on. And now more and more digitized content is being added so where we are with preservation of the print copies? There are currently six libraries that are preserving the collection. We have the University of Iowa, the University of Colorado in Boulder, the University of Kansas. We are always on the lookout for more libraries. We have five [Indiscernible], University of Southern Carolina, Ohio, Colorado State University in Boulder. We also need libraries in the mid-waste -- Midwest. And finally, we have four preservation storage. A big thank you to Indiana State Library. Thank you to the University of Maine. And thank you to North Dakota State University. Thank you to state University of Mississippi. And you can see more information, and it will be shared after digitization. And bacon will share more information about upcoming efforts.

>> We had of four [Indiscernible]. I am the collection development library. I imparted the working group. We implement the collection development plan. We have digitization priorities. Collection levels. Input

from the community. And what materials GPO has been able to acquire. And GPO does not have their own collection so we are acquiring material from libraries that have left the program. And we represent the areas of technical services, preservation, partnership, outreach and support. And technology and technical development and support. Working group recommended the following publication for digitalization in FY 19. This is our collection including the first three editions that were issued in a binder from 1935. We will continue to collect on the congressional hearing including a monthly catalog of publication. We are still looking for foundations for the monthly catalog please check the guide for issues. We also have the GPO exchange .

>> In addition to what GPO is digitizing. The newest digital contact is from the state Washington library. So you do not [Indiscernible]. They have a 1933 national Park Row share -- national Park brochure. This is going to promote rehabilitation of industry and trade. And provide [Indiscernible] conditions and special code for special contribution from 1936. There are titles that are available and many more are added.

>> On this slide you can see the various ways that you can contact us. There is a link that you can contact us, for specific initiatives. And this is the outreach and support team. I did collect some questions along the way. The first one , regarding that not needed list. They ask, do we have a time limit like perhaps five years?

>> I think for that question, we actually did not talk about a time limit. We talked about being able to remove things from the list so it might be a good time for one of our virtual discussions to find out if people want, the problem is if you take it off, if you need it within five years you have to put it back in again. So that is the ins and outs of all of that. Let me see what else we have from people. >> There was a question from Chris Avery. Asking do you need a test library? And the answer is, yes we do. We will contact you when we are ready. >> We have a comment from Jenny. About the knowledgebase. Please do not have my question go through an automated seer was first -- service first. Many other federal agencies have our questions filtered first. >> The knowledgebase is brought up a lot in the discovery sessions. And we are aware that we need to be very specific. And they will not replace the one on one interaction. We are definitely not going to use them. And we hope to make it easier than they currently are. >> This is Lori. I think the question is, are there going to be any changes on how questions are going to be entered into Salesforce? >> We are just scratching the surface on what Salesforce can do. It has been a couple of months since we finished up the investigation so once we get approval it is almost starting from scratch again. But we plan to have more sessions and more information going forward. Maybe we could have a webinar, as we got on task order number two. >> Do we have any questions from the Council? >> This is Robbie . I have a question. With regard to the historical documents that you are posting. Are you going to put that on social media and will you also have a hash tag?

>> This is Kelly we have been in talk with our PR department about that very thing. They think the historical document is very cool. But yes. But do we have any other questions?

>> I just have a question, Melissa, anybody else work on the session I really thought it was great. It was so great to see all of the new functionality that is going to be rolling out and that you were listening to the community. They queue for the upgrade. >> Do we have anyone else on the line? >> If there are no further questions, we will be back here at 1 PM Eastern time for tomorrow. Thank you everyone.

>>