

PROJECTS AND SYSTEMS SESSION

Please stand by for realtime captions.

>> [Captioner Standing By]

>> [Silence]

>> To help me move into those new roles for the most part. This has been different, and it has required me to develop skills and learning in a number of areas that far exceed what they teach in library school. Business management, government operations, my goodness. There is so much to learn there. But then you factor in the magnitude of what we were doing at the national level. Imagine the scale that is involved there that requires us to have kind of a different approach than we did, at least I experienced in libraries, and what always comes back for me is the whole concept of process management. I used to say all the time, you know, we were doing digital library projects as sort of its craftsman work, you know, your every project is different. It reminds me of the transition that we took from the craftsman age to the industrial age, so coming to the government becomes the scale. Process management process becomes more of an important part of the work we do. And so, a need to control the slides. I just wanted to share that with you as sort of my experience has been. Project and systems represents 27 of the 94 FTEs in LA SEM. -- LSCM. I'm going to break this session down basically in two parts. The first part will be a certain introduction to the different areas you see listed on the Board of projects and systems, and more importantly, the people behind, that do the different work in the areas behind project and systems. Thesecond part will be an update on some of the major activities that project and systems is currently involved in. I'm going to start with wet content management, -- Web content management. We have a few folks from the Web content management team here. There are 16 members led by Katie Davis who used to be in the center. She might be the shortest in the photo. They are close. Katie Davis is in the center and the group is managed by Darrell Walker on the far left in the photo. The Team supports both cloud and on-premise with applications required by the program. Some of the work that this group is involved in is done to support internal user audiences like share point, the work that Betty does. However, much of it is work that they do to support the comments or a community. Jamie filled pots who is not in this picture, but she is the only one is a designer and Front-end development expert. She is the one that designed most of the graphics. She also is sort of a go to person for a lot of writing and editing skills, which is an important part of the work that this group does. She is also on the Team working on the next-generation FDLP .gov. John Reddick on the far-right in Black shirt is our application and server Administrator. John is the person who can go under the hood and explain how things work on the back-end. John does a lot of system patching, security patches, that sort of thing. He also manages the back-end database for a lot of the systems used by the Web Content team. Corye holder is our, he's the gentleman in the blue shirt. He is our FDLP exchange and technical liaison. He is currently on national tour supporting FDLP exchange and conducting trainings out in the field along with the rest of the FDLP exchange team. He is logging a lot of miles right now. Corey also works on Front-end development for FDLP .gov. John, second from the left works on Front-end development and content management for biz guide and FDLP .gov. Is also working on development and exploration of new technologies workforce for the [Indiscernible] platform we are migrating toward. Sean is the person who developed the DLC Web app. If you are using the Web app, Sean built that app for us. Betty Elder, who was on the farm point is our SharePoint expert, and she supports SharePoint for our internal collaboration work. She is also a Front-end development for FDLP, and is a very valuable proofreader for the group. Again, I mentioned editing is such an important part of the work that they do

as well. Darrell Walker, finally, the manager of the group, again, far left organizes projects, develops contracts and supervises the systems group. Darrell is a seasoned veteran at GPO, has worked in a number of different business units. We are very fortunate to have him come to work for LSCM. I have learned a lot from him about government operations. It's a big thing to tackle but he has been invaluable in that regard to help me get up to speed on government information. Our government operations, sorry. Darrell also manages the library systems team. This is a small group. It's a small group of four who maintain the integrated library system and the information retrieval service that we provide. [Indiscernible] leads the group and is with us and in his role at GPO since 2007 comes from Virginia Commonwealth. Back in 2007. Patricia Duplantis is another veteran of the program. She is not here today. She came to GPO in 2002, and really has given so much of herself to this program over the years, and I certainly have seen it since I have been here. Patricia started at GPO as a monograph cataloger in 2002, and transferred to become a systems library a couple of years later in 2004. Our primary areas of responsibility are all of the public facing modules for the ILS, CGP, [Indiscernible], federal depository library directory. She is the person that has responsibility for managing those, as well as catalog indexing to support CGP search and retrieval functions. She is also a liaison for GPO's IT related to systems security and LSCM desktop and software. Patricia is also a systems security certified practitioner. We certainly in this day and age are very dependent on her knowledge and skills to be the ice for us. We have GPO supporting this area, but as far as First Responder and someone who is on the ground that can oversee and keep an eye on things. We certainly rely on Patricia for that. Is also a certified authorization professional and working on information and analysis certification. Katherine Bloom and Kumar. Katherine is here. They are the newest additions and both joined a little over a year ago. We were able to lure [Indiscernible] away from the Library of Congress where she worked as a digital conversion Specialist. And Katherine came from [Indiscernible] where she worked as an archive Specialist. Both our talented and have been wonderful additions to our ILS team. Just a couple of more things about this group. I wanted to give you a little sense of some of the things that they do routinely, and a lot of it is routinely performing a variety of data extraction kinds of things to serve different user groups. The cataloging record distribution program which provides records to participatory libraries, monthly extracts for authority control vendor, providing extracts to support services team, number of different reports they produce on a regular basis. OCLC metadata have holding set for 29 regionals. They do a lot of the work there. Next is the program and project management group. They provide most of the oversight to ensure that are processes are being managed well. Susanne is the manager for this unit. She is here with us today as well. She has worked at GPO since 2002. She also joined as a cataloger, both Patricia and Susanne joined around the same time as catalogers. In April of this year she accepted and took the role as manager of unit would job title supply [Indiscernible - low audio]. She previously served as senior planning and development Specialist on the project team for a number of years. Many of you may know Susanne is our partnership Coordinator. She also manages our digitization workflow production unit. She was a government document library at LSU. Not everyone in the picture is project and program management. This was sort of a project in the system, the larger unit photo of people we had on-hand that day. But just to point out a few people in the program project management group, Christina. I thought I saw her here. There she is. She is our Senior Project Manager and she is researcher of legislation at the impact at FDLP. She also plays an important role in our digitization. Emmanuel and Michael are the newest members of the Team, the two gentleman that are flanking me in the back. They were hired primarily to work in sort of pre- and postprocessing. They do preparation of materials for digitization, as well as conducting Quality Assurance on digitized materials. Bridget who is not in the photo is our acquisitions expert. Among her multiple tasks Bridget does many contracts we keep on contracts awarded and functioning properly. She also plays a major role in putting on this conference. She is part of the planning team. Keith Wade in the front row here and second to the left in the back row of the photo is the Project Manager led the digitization of the historic repository library files. He is also

are [Indiscernible] expert and also helps supplier tangible publications for digitizing. I'm going to just mention a few general activities that this unit is responsible for. This is a unit that has been evolving and we'll continue to evolve to meet the needs of the program. They serve as a central hub for project management and best practices, serve as a central hub for contract related data and best practices, manage and expand GPO's initial partnership with federal depository libraries, agencies, and other institutions, manage and expand LSCM digitization efforts, oversee internal international exchange service, ITS, maintain information on bylaw distributions and, finally, they select data and perform analysis and research that helps inform management. Archival management is the next unit. This unit is led by James, another long time seasoned veteran of LSCM. James is net 30-year range, as he has been working to support this program. This group is a small group, [Indiscernible], Mark Ames and Dori Bauer. Dori is here with us today. She is our records manager and archive Specialist. James gave me a few statistics that I wanted to share with you. For records management for FY20 they are anticipating there will be over 2400 square feet, which equates to something like 20 plus pallets of government documents will be sessions into the national archives and records administration for FY20. It's a lot of stuff. For Web harvesting to date the Team has captured over 2300 websites, via archive it, and, finally, this group has responsibility for managing co- services. In FY19 they were able to fix and validate over 30,000 broken links, Perl links for the online collection. Material handling is another area supervised by James Mauldin. I like that photo, Kate. Darren White and Corey Johnson or two gentleman that support us in this important area. Now, I wanted to distinguish, because this unit supports LSCM material handling on North capital. It is distinct from material handling that is shipped to libraries handled by a separate unit in our rural facility. The materials you see are handled through a different group. They support us in material handling for digitization and other material handling needs within [Indiscernible - low audio]. Next is, Lisa Russell. Lisa is a senior Program Analyst the reports directly to the Office of the Chief of projects and systems. Lisa, are you here? I think she might be doing a consultation session. Lisa is probably best known right now at least for the work she's done with the FDLP exchange. She is the lead person in that area for us since the launch. Again, another veteran of the program, previous depository library Coordinator at the University of Maryland. A can't remember where else. [Indiscernible - low audio] thank you, Cindy. Lisa is an expert in analysis and development, developing functional requirements. This is really her area of expertise and she's really good at it. She likes to describe what she does is being sort of analogous to the reference interview, like you have to be able to sort of read between the lines and sort of get that implied feedback to help shape products and services that she is trying to develop. For FY20, some of her areas of focus will be on one, continue to spearhead FDLP exchange enhancement process where we start with a virtual discussion last year, and sort of community involvement in developing our services and products, our online services and products. We want to continue that and expand it. We are also looking to expand to beyond FDLP exchange to other services such as [Indiscernible - low audio]. That is another area she will be working. I will have more to say about that soon. And then also she will be doing additional work on developing a more formal structure in the management program for us. I will talk more about that as well. So, as you all know the FDLP really doesn't have a whole lot of history with regard to proactive preservation. In the past two years when we started to really place stronger emphasis on this we have really had to sort of sound the trumpet, and David and Jessica have done a fantastic job of getting out and making not just the community but beyond the community aware that we are in the business now, and it's been great. They've done a great job at that and we'll continue to create that awareness that we are involved formally and proactively presentation activity. GPO's in the first year of surveillance audits to maintain ISO 16333. Jessica team in the front row and Lisa from PST attended the 2019 I press conference in Amsterdam to present alongside representatives from SIR in and the national Center for the arts on a panel as the world's first organization to do ISO 16331 certification and [Indiscernible - low audio] the process to early international digital preservation

[Indiscernible - low audio]. I don't know how many of you are familiar with Cerner but it's the world's most procedures nuclear research group out of Europe. We plan to finish the surveillance audit by the end of the calendar year in December. The pilot project, the national collection of U.S. government Public Information pilots have also been a major focus for preservation in FY19. Cindy and David are going to provide an update on the work they have done so far with that, I think at 3:00 this afternoon. My slides are not advancing. I will turn it off and turn it on. Okay, there we go. This slide I lifted directly out of Cindy's [Indiscernible - low audio]. But I wanted to use it to kind of set the stage, national collection of U.S. Public Information. This is sort of leading into Part 2 now to bring you up-to-date on some of the things were involved in. A lot of the things were involved in directly support this national collection of U.S. government publication information. Hopefully, you will be back in this room at 11:00. There is a session that Cindy, and I think, Lori, they're going to be here talking about or explaining the work of what that means. Your getting a preliminary look. At least of what we are involved with to support this, but they will sort of layout the landscape with the thinking is around that. If you cannot be here it's recorded, so watch the recording. I mentioned the FDLP exchange. It certainly has an important role in the collection management and visual collection management of the national collection. I just can't I keep visualizing where we've got these certain visual analytics capabilities where we can sort of see things sort of transitioning across this national collection at some point. The exchange is going to be able to provide that level of data to help us understand the dynamics of this national collection, and it's a big vision that I think we have set the groundwork now for that kind of possibility down the road. But right now some of the things going around the exchange, we created the FDLP exchange development on FDLP.gov and have begun, as a mentioned earlier is a virtual discussions to begin gathering input on systems requirements and new development. There is a lot happening around support for regional discard policies. We recruited successfully six preservation stewards for the public papers of the President with four geographic redistributed in the four census regions and ensure their collections we're inventoried. We digitized the public papers of the President, who were through George H.W. Bush, which we're released on gov.info in July of this year. We also had a preservation Stewart item records in [Indiscernible] holdings for the public papers of the President through the catalog government publication. And we're planning a larger project in FY20 to develop and automated approach to adding preservation's to our items in CGP, which essentially will allow us to scale that to a much higher level. Digitization itself is an important activity that supports the national collection. As our keynote speaker mentioned yesterday, or alluded to yesterday digitization is a heavy lift, write, in any of you who have been involved in it recognize there is a lot to do, a lot of moving parts. For us it involves the work of almost everybody. It takes a lot of people and is a lot of involvement in that. During FY19, we completed digitization of [Indiscernible - low audio] which I mentioned. We are nearing the completing of the digitization of this historic U.S. Government manual from the first volume in 1993 through 1994. Thanks to our digital content administrators University of Florida, Washington State library and Boise State, we have ingested hundreds of other titles as well. This includes content from the national recovery administration, U.S. national commission on libraries, Department of Agriculture Bureau animal industry and Bureau of plant warranty, Fish and Wildlife Service and the National Park Service. Our digitization efforts will be going strong in FY20. We're not taking our foot off of the pedal. We will be starting digitization efforts on Congressional prints, more Congressional hearings, and the monthly catalog of U.S. government publications, documents, catalog, and [Indiscernible] checklist and some other publications. As Lori mentioned in her opening remarks yesterday, GPO is collaborating with Library of Congress on a multi-year effort to digitize and make accessible volumes Congressional serial set. One of GPO's responsibilities is to provide replacement volumes. It copies and the law library's collection are missing or damaged or otherwise cannot be digitized well. We're also creating metadata. We can user help here. If your library has any serial set related metadata, we would like to talk to you. I ask that you also please keep an eye on our serial set volume needs when we list, when you list through

FDLP exchange when you are possibly discarding volumes. So, the Superintendent of documents released a new policy in September of this year. It is title, redaction of [Indiscernible - low audio] from GPO system of online access. This policy statement establishes a proactive approach for the Superintendent of documents to redact personally identifiable information, PII, from content discovered in or content being ready for ingestion to gov info. The systems playing a role in this area. Justin's team is an important piece of the work happening around redaction services. But we our right now in the process of acquiring services for large-scale PII redaction for content made available on gov info through digitization projects. There is internal work also that needs to happen for anything like this, so we're trying to get established best practices and guidelines that sort of thing for this new scaled up process that we are about to be engaged in. So, I think I might be the first person to use that acronym national collection of U.S. government Public Information pilot which will be talk about this afternoon. I think I already mentioned but will be providing update on the work in this area. I think I have also mentioned [Indiscernible - low audio] modernization. In FY20 we're going to take a closer look at [Indiscernible]. We believe we need a more flexible platform to better support the business functions, functions supported by DSIMS, and also provide flexibility for changing, changes in the program. As an initial Step one of the things we're going to do is we're going to start reviewing updating our requirements using the DSIMS implementation to sort of reflect what we have learned since we launched, but also looking at the current direction of the program. There have been some programmatic changes we now have to factor in here as we move forward with this as well. That work, some of that initial work will take place in FY20. Also was mentioned on the previous slide I will reiterate, last July we launched our first iteration of the preservation [Indiscernible - low audio]. There it is again. Do you know what I am doing, I am just resetting them [Indiscernible - low audio]. When all else fails. Just a few other activities quickly that projects and systems have been involved with the work closely with Education and Outreach for 19 slot, training suppository for the Academy. There are a few new things coming up with CGP. There is a training series that Chris is working on. I think she's already started fall 2019, and Katherine. Both of them are involved in what they have shared with me is that some of the topics will be searching the CGP search tips and hints, and FDLP Login, the log inside of the CGP, and I imagine of the things will come up as they begin to put together that training series. They are also planning to do some updates to the CGP help beginning this fall. Stay tuned. There will be more to hear about that. Wanted to share a little bit about this new information retrieval platform we started. We are committed to enhancing access to our videographic data, and federated search resources through the deployment of a new user interface with Additional Services and functionality beyond the current CGP user interface. We're looking at multi-temporary features like discovery delivered by same search apps and providing more streamlined search experience, more advanced search capabilities. Quick results ran by relevant data, faceted navigation so that you are able too drill-down to more specific results in a modern interface. And I am personally interested in citation management. I think that goes hand in hand, so, I am hoping that we will be able to have a lot more to share about t his, this spring. Right now where we are is that the work is continues. They're working to develop, too sort of pinned down the specific requirements for our specific need. The initial acquisition phase has started, and we are actually in early implementation phase with the vendor right now. This is work that is currently happening. Our ILS team, Patricia, is getting up. I am super excited where that is going to be. I'm going to skip ahead for the sake of time here. I did want to mention this, because these are things that happen kind of behind the scenes. They are not things that you hear about, but they our things that are necessary to make it work. Program Manager is a continuous improvement process, but it's behind the scenes stuff. Over the past year we have inventoried our policy and procedures and identified gaps where documentation is needed. We've implemented A3 year vision cycle two at your policies and procedures are written to fill the gaps and all existing policies and procedures are reviewed and revised as necessary, at least once every three years. Having these standardized procedures gets back to, we are in the industrial at the industrial level. It's

not craft anymore. You have to manage these kind of things, but having these standardized things will help continuity. It's an important part of the session planning and if you have absences or departures it will help us provide consistency by ensuring that staff performing tasks in a uniform way, that there is some predictability about products and services that we provide in FY19 we have continued to revise and enhance our procurement tracking. It's one of those things that happen on the backside, but it's important to the overall function of the organization. We need to have the ability to process, ability to monitor and track contract status on a daily basis. We've also created a repository and some of the work that happened in FY19 were all of the LSC them contract documentation is. We establish a new Support Services. What that does is establishes a new process for requesting contract staff by our different units within LSCM. This really helps us to manage and prioritize the request and manage funding for contract staff. I mentioned earlier, I was talking about Lisa, requirements management. We have a process in place of capturing documents for requirements, but in FY20 were really looking to formalize and expand this process to enable us to capture and manage business requirements, functional requirements and system requirements through a full lifecycle. This will enable us to better respond to and support program needs we have done an extensive amount of work over the last few years to strengthen our system posture and adopt contemporary industry standards for system administration. The three instance model, Change Control management is an important part of that, vulnerability management and all of those sorts of things that have become standard practice for us and for the industry are now part of our routine operations. Finally, I just wanted to mention a few exploratory activities that are at the early cusp here. Our ILS is old, and it needs to be replaced. We've started having meetings with LC which is in the same place. They've got an end-of-life ILS. We're kind of, you know, we both can tell our sob stories together and now we are going to modernize cobble we start a meeting on a regular basis to begin thinking about how we might learn from each other in this process. Can we leverage, you know? I think how we might be able to leverage and work more closely with the work they are doing. We started reviewing requests for proposals from some other federal agencies that recently put out for the last replacement. One of the things we know we are going to have to do for FY20 and we've got it on the calendar is future State. We really need to nail down what the future State LIS needs to look like. We captured as his data a while back. We really need to get that future State and understand how we've used the ILS system in our program. It's not the same as [Indiscernible - low audio]. We need to understand that. Digital repository is another area that we are really starting to explore. We need a Content Management System to support records management and other programs bio, digital photos. There is a number of things, digital program files that we need to get in some sort of structured environment. And so, we are beginning to gather requirements. We've actually started in FY19 and we're working to sort of fine-tune those. There is also some hope that there might be some integration with Salesforce when that goes live. We haven't had the conversation with our integrator vendor yet, but it's a conversation we plan to have. I think we suspect that you all may have an interest in being able to pull up, at your respective, I'm sorry, library, historic files that we digitize for whatever purpose you might need those four. There is a lot that does with that. We got security and that sort of thing that we got to address in that. But that's another activity that we our right at the beginning. Another thing, finally, I would just say systems integration and then I will get off here. It's something I've been talking about since day one. With got a lot of siloed data, and try to find ways to bridge some of the gaps between our various systems, it's a challenge, but one of the things I have recently discovered is a PBI management is a method to help us to do that. I discovered it through Salesforce, actually. Sales force has a service they provide in that regard, but, essentially, it would allow us to be able to gracefully modernize back-end data systems, but to be able to bring the Front-end to a modern sort of State much more easily through new user experiences and services to the user. And it allows us to work on the back end and replace those back-end systems at a pace that works for the organization. It has a lot of promise but there is still a lot of market research that we need to do, and so that is kind of where we are with

that. I'm going to stop there as it is 51, 52 minutes in. I'll let you guys ask questions. >> One last thing I wanted to say, we've got a number of people doing the one on one consultations today from our team. I think Patricia is available. Dori is here. Lisa, Katherine and Katie is here to as well, so a number of people. If you have specific questions for them, they are the brains behind all of this. They can really answer some of the detailed questions you might have, so I wanted to make word of that. All right. I will turn it over. >> [Laughter]

>> Hi, Lisa. >> Lisa, University of Minnesota. I was wondering [Indiscernible] the real set digitization project, particularly to clarify non-destructive [Indiscernible - low audio]. >> Susanne might be able to. She has been working closely with that. She's coming to the mic now.

>> Susanne, GPO. We are the very early stages of the project, so I don't have timelines or anything like that. Library is doing digitization not including the segmentation into individual reports and documents. It will be available and volume level as well as [Indiscernible - low audio] on govinfo. GPO is doing replacement volumes I will do metadata which put out the call for any assistance you guys may have with secret metadata we have in the library. It is mostly destructive digitization. The library has five copies of many of the volumes, so they're willing to destroy one of their copies for this pick we may be to point where we are unable to require one volume of something, but [Indiscernible] contract to do non-destructive digitization [Indiscernible - low audio]. >> [Applause] >> Can I ask a follow-up question? For those in preservation of serial set, with this get first priorities for copies that are missing that they also need [Indiscernible - low audio]? >> Good question. >>

>> Susanne, GPO. I'm going to be honest, we haven't thought about so, thank you, Alicia.

>> Hopefully we will all not be missing the same copy. If you look at our needs list those are the volumes that LCS is missing right now. They are going to be very detailed look at all of their selections, including the ones about Fort Meade which is [Indiscernible - low audio] searchability. We are going to be updating that list for many years to come, potentially five to six years on preservation alone, so we're going to mull over your question, Alicia, about access copies for preservation 101. >> I would think that we get some sort of preference, but there is a number of things to consider. >> We're only taking copies after they have cleared the regional process. If there is a library Minnesota are one of the universities you are a Region four we want you to get the copy. We want to copy to stay in the State before it comes to us for digitization.

>> Yes.

>> Scott? >> Scott Gail law library. Sent you mentioned it in the context of metadata, the PII policies seem very reasonable, and I like very much the idea the archival copy are not going to be redacted. We'll there be metadata that says, this is a redacted copy? >> That's my understanding. I see Jesse shaking her head. I thought we talked about doing that. >> I do not know if you have any more to add. >> Jessica with GPO. If you have recommended language you would like to see, we will take suggestions. The intent is [Indiscernible - low audio] will have a preservation note that says, this person has been redacted, so you can [Indiscernible - low audio] not redacted version somewhere. >> [Laughter]

>> We have a couple of more minutes. >> This is Eric from Sacramento State. Another digitization question. There's a bunch of duplicate documents. It will be to plate -- to be documents if you put them on govinfo less it's already in govinfo serial set [Indiscernible - low audio]?

>> Susanne, GPO. I think Eric is referring to the document selections that are already on govinfo and not from 94 forward, so we're not going to run into any duplication issues until the late 20th Century. And Delsea starting at the beginning so we have some time. And that we have not decided yet what exactly we are going to do, but I think what of the items we're looking into because the volume philosophy segment into individual reports and documents is having them appear in those places, but that will

appear on the website a govinfo in both places but in the repository will be only one copy. You may have multiple access. >> Any last takers?

>> Thank you all for joining us today. I want to say a special thanks to the staff for all you do. Thank you.

>> [Applause]

>> [Captioner Standing By] >> [Music]