Remarks from the Director of Library Services and Content Management and Superintendent of Documents-Interim, Ric Davis

Good Morning,

I want to start by thanking all of you for joining us, and I want to thank the staff here at the Doubletree for working with us to make this event happen. I also want to welcome our new council members, Helen Burke, Steve Hayes, Peggy Roebuck Jarrett, Sheri Laster, and Debbie Rabina.

I have a lot I would like to cover with you today, including some of the exciting initiatives going on in Library Services & Content Management (LSCM) as well as some general Program-related announcements.

But, before I get started, I want to recognize some special guests that are here with us at the conference. There are a number of graduate students from the University of Maryland, who are part of a new curriculum designed to prepare them to be government information librarians with a focus on e-government services and digital government information. I want to thank all of you for joining us and in many ways, you represent our future, and the future of this program. I hope this conference is beneficial for you.

FDsys

As Bob mentioned, GPO Access and FDsys will run in parallel until the end of December. At that time, FDsys is scheduled to become the primary digital content management system for GPO, securing and providing access to digital Government information for the American people. The staff from the Program Management Office will be presenting an FDsys Demonstration tomorrow at 4:00pm. Additionally, staff from the PMO and LSCM will be presenting on FDsys as a Trusted Digital Repository tomorrow at 4:45pm.

I also wanted to inform you on what LSCM is doing to promote and to help you promote FDsys. LSCM constructed a plan several months ago to undertake 24 promotional activities for FDsys. These activities range from a complete re-vamp of all current brochures and creation of new brochures to a nationwide media campaign. I encourage

you to attend tomorrow's session, "Tools for Promoting the FDLP and FDsys," for a complete run-down of all of out promotional plans and resources.

Next, I want to discuss activities in my unit, Library Services and Content Management (LSCM).

Biennial Survey/Needs Assessment

In FY 2009, LSCM developed and implemented a formal Customer Relations Program (CRP) for Federal depository libraries. The CRP allows LSCM to better serve depository library needs based upon unique characteristics (e.g., library segment) and data analysis. It also allows LSCM to monitor and document business operations to ensure provision of appropriate customer care, response to mission requirements, and solicitation of feedback from depository libraries on performance.

GPO contracted with Outsell, Inc. to develop and administer data gathering activities. As a first step, in 2009, the Segmentation Survey was conducted to develop an understanding of the number and characteristics of various types of libraries that make up the Federal Depository Library Program and to map these libraries to specified library types.

As a follow-up to the Segmentation Survey, in FY 2010, the Needs Assessment was conducted and incorporated into an abbreviated 2009 Biennial Survey.

Some highlights of the survey include:

- 92% of respondents plan to remain in the FDLP;
- Access to depository materials was rated by over 90% of respondents as the most important service provided by the FDLP;
- More than 80% of respondents reported having cataloging records for online monographs and serials;
- Visibility for depository publications comes mainly from routine cataloging, FDLP emblem at entrances, staff knowledge, and library web pages;
- Staffing levels were considered adequate to fulfill basic depository responsibilities by 87% of respondents; and
- 80% of respondents indicated budget constraints as a major problem.

The full report with aggregate overview, segmentation analysis, and individual responses is available on the FDLP Desktop.

The last data gathering activity is a library user survey. This survey is to help determine the value of depository libraries from the user perspective. It will help answer that most frequently asked question, "What's the value of a Federal depository library?" The survey results will also be used to develop outcomes-based performance measures for depository libraries. You should have a handout on the library user survey.

FDLP Consultant

Strategic planning for the FDLP is continuing. The goals are: 1) determining a sustainable model or models for delivering FDLP collections and services to the American public in the digital era, and 2) ensuring the public has systematic and secure access to Federal Government information in the 21st century and beyond.

The desire for a consultant to perform program modeling had broad support across the depository library community. And at the recommendation of the Spring 2009 Depository Library Council, GPO sought and received funding for library program consulting and modeling services. GPO conducted an open and competitive Federal procurement opportunity. Ithaka S + R was awarded the contract.

Working with stakeholders from across the FDLP community, they will develop recommendations for sustainable model(s) for the FDLP that ensure that the American public has systematic and permanent access to Federal Government information collections and services. In accordance with the contract, there are various tasks that must be completed that culminate in the final report. The final report, including recommendations, will be issued publicly during the first quarter of 2011.

Ithaka S+R created a Web site, the first of the tasks that provides details on the goals and strategy of this project. Of great importance is that the site provides a venue for community input and engagement. After the first week of October there were about 90 people who had signed up to receive update notices. GPO encourages all of you to offer your thoughts and ideas, participate in discussions, and follow the progress of this project. Roger and Ross are here at the conference and they welcome the opportunity to talk with you. But also be sure to visit the project site at FDLPModeling.net.

Systems Modernization

We have recently been making significant progress with migration, enhanced stabilization, and fail-over capabilities for GPO legacy systems.

The WEBTech Notes migration was completed in the spring of this year, followed by additional enhancements enabled for more efficient workflow processing.

Additionally, in regard to PURLS, GPO has completed the migration from the OCLC Purl Resolver Software to the PURLZ Resolver Software for its Purl implementation.

For the Distribution and Federal Bulletin Board (FBB) legacy systems, GPO has enabled enhanced back-up and failover systems. Likewise, cross-training has been conducted on the maintenance of mainframe systems to ensure continuity of operations and to fully document current workflow processes to enable overall system migration.

A capability mapping was completed based on current GPO enterprise systems for the Requirements Document that encompasses requirements for migration of the following

legacy systems: DDIS, ACSIS, ADDS, Item Lister, and Amendment of Item Selection. The new system will be called "Library Information System Transformation (LIST)." In addition, a statement of work (SOW) was developed and released to vendors, with a contract award made in September of this year. LSCM is now working closely with GPO's IT department to move this project to the next phase.

We are continuing to make progress on the migration of all legacy applications to current and stable hardware solutions. Funding was received for FY 2010 to begin this work and has also been requested for FY 2011 as we continue along this path.

Disposition of Depository Materials in Federal Depository Libraries

GPO has undertaken a project to make the disposition of materials process a more effective and efficient process for both selective and regional depository libraries and GPO.

The upcoming Automated Tool for Disposition of Materials in FDLs will comprise the technology and business practices necessary to enable Regional depository libraries to manage the disposition process in their states, as well as streamlining the disposition process for Regional and selective depositories alike.

LSCM developed a Concept of Operations (ConOps) and Requirements Document (RD) that incorporated comments and suggestions from the depository community. Subsequently, a procurement was issued in FY 2010 for the development and implementation of a new optional tool to support the community with the disposition process. The contract award was recently made and LSCM will be working with GPO's IT team to move this forward.

Cataloging Record Distribution Pilot/Project

In October 2009, GPO announced the launch of a one-year pilot project to address the need for the distribution of cataloging records produced by GPO to libraries in the FDLP. The pilot project would test the MARC21 record distribution processes and determine compatibility between catalog records and FDLP workflows. GPO contracted with MARCIVE, Inc. using MARCIVE's existing MARC record distribution infrastructure to deliver cataloging records from GPO's Integrated Library System (ILS) to 48 participating depository libraries. You can review a report of the pilot in your conference packets.

Based on the success of the pilot, we are now implementing a one-year expansion of the cataloging record distribution process. The year-long distribution phase began on October 1, 2010 and is slated to end on September 30, 2011. Participation in the program is being expanded to a maximum of 75 libraries.

GPO is taking lessons learned from this pilot to look at a long-term solution for bibliographic record distribution.

Additionally, I wanted to mention again our announcement this summer that we have heard from you that libraries are interested in establishing cooperative cataloging partnerships with GPO to exchange cataloging records, work together to catalog older materials, or enhance existing cataloging records to meet current cataloging standards. GPO has created guidelines for establishing these partnerships, available on the FDLP Desktop, and we encourage you to contact us if you are interested in partnering.

Benefits for FDLP Libraries

Based on a Depository Library Council (DLC) recommendation, GPO and the DLC are working to create a comprehensive list of benefits for libraries participating in the FDLP and benefits afforded to the public by having access to these libraries. The intent of this document is to provide a tool for depository staff to convey the importance and value of the FDLP to library directors and administrators.

Upon completion, two documents will be available to depositories, both on the FDLP Desktop, for download and in print. The first document will be the "Top 10 Benefits Afforded to all FDLP Libraries." This will serve as a quick reference handout. The second document will be much more detailed and provide examples of benefits to all libraries, selectives, regionals, and the public.

As part of this process, it is important for all libraries participating in the FDLP have the opportunity to provide input. GPO and the Depository Library Council are facilitating this in two ways. Libraries may view the draft document and submit feedback via the FDLP Desktop. Additionally, the draft document will be discussed and feedback will be gathered at this afternoon's 2:00pm Council Session on progress from the spring DLC recommendations.

Pre-1976 Shelflist Conversion Project

We are also continuing work with the transcription of the historic Shelflist. In January 2010, contracted staff began work at GPO to transcribe the Shelflist cards into MARC records. Work began in the Y4's but has now moved onto other SuDoc classes.

LSCM staff have been enhancing records by adding 1 Library of Congress Subject Heading and 1 corporate name authority to the transcribed records.

Records will be made available in the CGP following a quality assurance review by GPO staff. GPO will be enhancing these records by adding one Library of Congress Subject Heading and one corporate name authority as time and resources permit. Currently, there are over 31,000 historic shelflist records available in the CGP.

GPO has also completed the digitization of over 280,000 Shelflist cards which will be used for internal GPO processes. Additionally, a Statement of Work has been released to complete the digitization of the remaining Shelflist cards.

Information about GPO's historic Shelflist is available from the FDLP Desktop.

Integrated Library System

I am pleased to tell you that MetaLib was recently released with an initial collection of 53 databases. This is a federated search tool component of the Catalog of U.S. Government Publications I mentioned we were working on at the last conference. You can use this to retrieve reports, articles, and citations by simultaneously searching across multiple databases. It is GPO's intention to expand the service with additional resources on an ongoing basis.

Another item we talked about in Buffalo as being under development, the FDLP login page, is also being released this week. The FDLP Login page gives depository libraries access to authenticated services in the Catalog of U.S. Government Publications. These include the setup of Selective Dissemination of Information (SDI) searches whose results can be returned via RSS or e-mail. In addition, it provides the ability to add desired records to the Bookshelf, to create folders to organize and store them, and save them across sessions. Moreover, there is the option to save to the authenticated users' local PC and the option to set and save user preferences such as number of results per page and result format.

The Authority Control initiative has led to the validation of Library of Congress' name and subject headings in monthly files of bibliographic records throughout the year. Aleph has also been configured so that new or updated Library of Congress name and subject authority records now automatically update bibliographic records in the Catalog of U.S. Government Publications (CGP).

Marketing Initiatives

Regarding our marketing and promotional efforts, I wanted to inform you about some new resources we have available to FDLP libraries. First, I hope you have picked up your copy of the new 2011 FDLP Event Planner. This 2011 planner highlights facts about the FDLP and provides reference to our 2011 events. These are complementary to our depositories and will also soon be available from the FDLP Desktop.

Additionally, we are introducing new FDLP desktop wallpaper and screensavers for your public access workstations. CDs of these are available here at the conference and will also soon be available from the FDLP Desktop.

We have also recently contracted with North American Precis Syndicate (NAPS). NAPS staff are working with GPO staff to disseminate informational articles about the FDLP to 10,000 print and online publications nationwide, as well as a radio spot to about 400 FM stations nationwide.

For more information on our promotional efforts regarding the FDLP and FDsys, I encourage you to attend tomorrow's 10:30am promotional session. Copies of our new products will be available at the session and also at the registration desk.

Registry of U.S. Government Publication Digitization Projects

The Registry of U.S. Government Publication Digitization Projects contains records for projects that include digitized copies of publications originating from the U.S. Government. It serves as a locator tool for publicly accessible collections of digitized U.S. Government publications; increases awareness of U.S. Government publication digitization projects that are planned, in progress, or completed; fosters collaboration for digitization projects; and provides models for future digitization projects.

GPO, in collaboration with the Depository Library Council, identified the opportunity for several enhancements to the Registry.

This past year, a plan was developed to address the full scope of the possible modifications, including both long and short-term possibilities.

Some changes have already been made to the existing Registry page, such as the link to the Grants summary document. Additionally, work has been done on the FDLP Desktop to make the link to the registry more visible.

As a next step, content requirements were established, and work began. Currently, a revamp to the page is in process, and links to other relevant sites are being added.

It was determined that some additional modifications would require more complex solutions and systems for both LSCM as a provider and the registry contributing members.

See a demonstration of the new Registry and provide your comments and input at tomorrow's 11:15am session on "Web Services for the FDLP."

Public Access Assessments

Public Access Assessments, or PAA, is a review by LSCM outreach librarians of a library's Federal depository operations and services that emphasizes how they provide access to Federal Government information products and serve the community's needs. The review identifies strengths of the depository and also any areas needing improvement. PAA reviews also provide LSCM and library staff with opportunities to share depository management best practices, with the goal of enhancing depository services to the public and promoting greater efficiency and effectiveness within the FDLP. Any library wishing to have an assessment may request one at any time.

For more information about Public Access Assessments, visit http://www.fdlp.gov/outreach/paa.

PAAs were recently conducted in:

- Arizona
- Arkansas
- Connecticut
- Georgia
- Massachusetts

- Mississippi
- Nebraska
- Oklahoma
- Texas
- New Mexico

This year, four additional Outreach Librarians were hired, tripling the staff who consult on depository management issues, provide training, and perform Public Access Assessments.

Partnerships

In partnership news, the partnership with the Association of Schools of Public Health (ASPH) to provide electronic access to Public Health Reports was announced in September 2009 and was fully implemented in January 2010. Almost 700 depositories now have electronic access to this journal.

GPO also entered into a new service partnership with St. Mary's University for their Government Information on the Web Subject Index, which provides a starting point for browsing subject areas, bringing both broad and detailed subject listings from many libraries together in one index.

Also recently, GPO joined a worldwide digital preservation alliance to further collaborate with Federal depository libraries and other organizations on preservation initiatives. LOCKSS (Lots of Copies Keep Stuff Safe) provides libraries with digital preservation tools and support to collect and preserve their own copies of authorized electronic content.

By joining LOCKSS, GPO has been afforded the opportunity to share the preservation initiatives the agency has taken with FDsys and explore additional opportunities with the FDLP.

Education Modules

Recently, GPO enhanced online learning opportunities through the availability of educational training modules. So far, we have made available WEBTech Notes and the FDLP Desktop and others are planned for future releases.

I want to thank you all once again for joining us here in Arlington, and I look forward to yet another productive and informative conference.