



---

**Librarianship at the Government Accountability  
Office: GAO Products and Center for Library Science  
Initiatives to Improve Discoverability**

---

**Nicole Willis**

Research Librarian, PDP

Applied Research & Methods, Center for Library Science

---



## Introduction to the Center for Library Science (CLS)

- GAO is comprised of 15 Mission Teams that conduct audit work for the United States Congress
  - The Center for Library Science (CLS) is a part of the Applied Research and Methods Team
  - Our work spans across operations and engagements, including:
    - Literature and Background searches
    - Reference Services for the Agency and Public
    - Acquisitions and Interlibrary Loan
    - Taxonomy
    - Cataloging
    - Collection Development
    - Instruction and Knowledge Transfer
-



# GAO Products

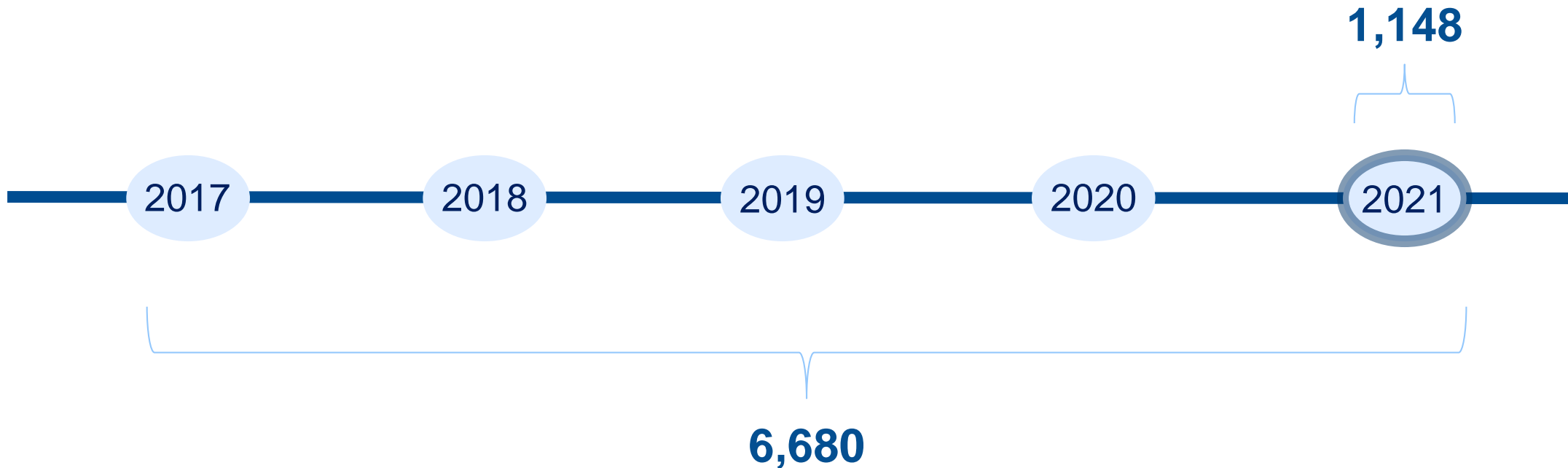
---



# CLS Product Management Collaborations

- ISTS—
    - Web Services Group
      - Technical management of the public website
      - Information Management
        - Establish products on the public website
    - Publishing
      - Publish GAO Products
  - Records and Privacy
    - Agency records management, including classified and sensitive materials
  - Office of Public Affairs
    - Website Management (Business Owner)
-

# GAO Products Published



Reports & Testimonies	Bid Protest	Appropriations Law	Other Legal Function	Other
<ul style="list-style-type: none"><li>• Report</li><li>• Testimony</li><li>• Comment Letter</li><li>• Memorandum</li><li>• Other Product</li></ul>	<ul style="list-style-type: none"><li>• Bid Protest Decision</li><li>• Bid Protest Docket</li></ul>	<ul style="list-style-type: none"><li>• Appropriations Decision</li><li>• Antideficiency Act Report</li></ul>	<ul style="list-style-type: none"><li>• Federal Agency Major Rule Report</li><li>• Federal Vacancy Reform Act</li><li>• Legal Report</li><li>• Other Decision</li><li>• Legal Other Written Product</li></ul>	<ul style="list-style-type: none"><li>• Video</li><li>• Podcast</li></ul>

---



## Products—Reports and Testimonies

### Report

- GAO's standard product for communicating the results of our work. The major components of the report include the cover, highlights page, letter, and any appendixes.

### Testimony

- GAO frequently testifies at congressional committee or subcommittee hearings on the results of completed or ongoing work. For each hearing, GAO typically prepares a formal written statement that is submitted to the committee in advance of the hearing. At the hearing, a GAO witness (usually the director for the engagement) delivers a 5-minute oral summary of the statement's main points.
-



United States Government Accountability Office

Report to Congressional Committees

September 2022

## HIGHER EDUCATION

VA Could Improve  
Support for Veterans  
Pursuing STEM  
Degrees

GAO-22-105326



United States Government Accountability Office

Testimony

Before the Subcommittee on Health,  
Employment, Labor and Pensions,  
Committee on Education and Labor,  
House of Representatives

For Release on Delivery  
Expected at 10:15 a.m. ET  
Wednesday, September 21, 2022

## UNEMPLOYMENT INSURANCE

Opportunities to Address  
Long-Standing Challenges  
and Risks

Statement of Thomas Costa, Director, Education,  
Workforce, and Income Security

GAO-22-106159





## Products—Reports and Testimonies, continued

### Comment Letter

- Comment letters from GAO on recent exposure drafts issued by other auditing standard setting organizations

### Memorandum

- Documents including CG decisions, interpretation of federal policies, GAO investigative reports, etc. ; all in memo format

### Other Product

- A catchall category of products that vary greatly in content and format
-



## Products—Bid Protest

### Bid Protest Decision

- GAO does not publish most decisions dismissing a protest, including instances where an agency takes some form of corrective action. A protester may also choose to withdraw their protest prior to a decision being reached.

### Bid Protest Docket

- List of proceedings and filings
-



U.S. GOVERNMENT ACCOUNTABILITY OFFICE

441 G St. N.W.  
Washington, DC 20548

Comptroller General  
of the United States

## Decision

**DOCUMENT FOR PUBLIC RELEASE**

The decision issued on the date below was subject to a GAO Protective Order. This redacted version has been approved for public release.

**Matter of:** ASRC Federal Data Network Technologies, LLC

**File:** B-419519.4

**Date:** September 19, 2022

Amy L. O'Sullivan, Esq., Zachary Schroeder, Esq., and William B. O'Reilly, Esq., Crowell & Moring LLP, for the protester.

Robert K. Tompkins, Esq., Hillary J. Freund, Esq., Kelsey M. Hayes, Esq., and Sean R. Belanger, Esq., Holland & Knight, LLP, for Bowhead Total Enterprise Solutions, LLC, the intervenor.

Karl W. Kuhn, Esq., Department of the Army, for the agency.

Uri R. Yoo, Esq., Christopher Alwood, Esq., and Alexander O. Levine, Esq., Office of the General Counsel, GAO, participated in the preparation of the decision.

### DIGEST

1. Protest that awardee failed to notify the agency that proposed key personnel were unavailable is denied where the record contains no evidence that the awardee had actual knowledge of the alleged unavailability.
2. Errors in an agency's past performance evaluation do not provide a basis to sustain a protest where the errors did not affect the agency's best-value tradeoff decision and therefore did not competitively prejudice the protester.

### DECISION

ASRC Federal Data Network Technologies, a small business of Reston, Virginia, protests the award of a contract to Bowhead Total Enterprise Solutions, LLC, a small business of Springfield, Virginia, under request for proposals (RFP) No. W912DY-19-R-0001, issued by the Department of the Army, U.S. Army Corps of Engineers, for integrated technical services in support of the agency's High Performance Computing Modernization Program. The protester challenges the agency's evaluation of the awardee's past performance and argues that the agency's award decision erroneously relied on the awardee's key personnel who became unavailable prior to award.

We deny the protest.



## Products—Appropriations Law

### Appropriations Decision

- Legal decisions issued to Congress and federal agencies on the use of, and accountability for, public funds, including ruling on potential violation of appropriations law

### Antideficiency Act Report

- Agency heads and the Mayor of the District of Columbia must provide a copy of Antideficiency Act reports to the Comptroller General of the United States at the same time they are submitted to the President and Congress. They are available on the public website.
-



## Products—Other Legal Function

### Federal Agency Major Rule Report

- Comment letters from GAO on recent exposure drafts issued by other auditing standard setting organizations.

### Federal Vacancy Reform Act

- Federal Vacancy Violation Letter, Federal Vacancies Violation Report
  - Issued letters to the President and Congress reporting violation of the act's time limitations; issued decisions on agency compliance with the act (requested by Congress)
-



## Products—Other Legal Function, continued

### Legal Report

- Report issued by legal staff

### Legal Testimony

- Testimony by legal staff

### Other Decision

- Decisions that are not Bid Decisions or Appropriations Decisions

### Legal Other Written Product

- Catch-all category for Legal Product not captured in previous categories
-

## Products—Other

- Video
    - Public Affairs's (OPA) video production and communications staff works with engagement teams to create report-related videos
  - Podcast
    - The GAO Watchdog Report podcast series is hosted and produced by OPA staff
-



Video

### GAO: Large Constellations of Satellites Technology Assessment

THURSDAY, SEPTEMBER 29, 2022

GAO Technology Assessment: For decades, satellites have been used for GPS, communications, and...



Podcast

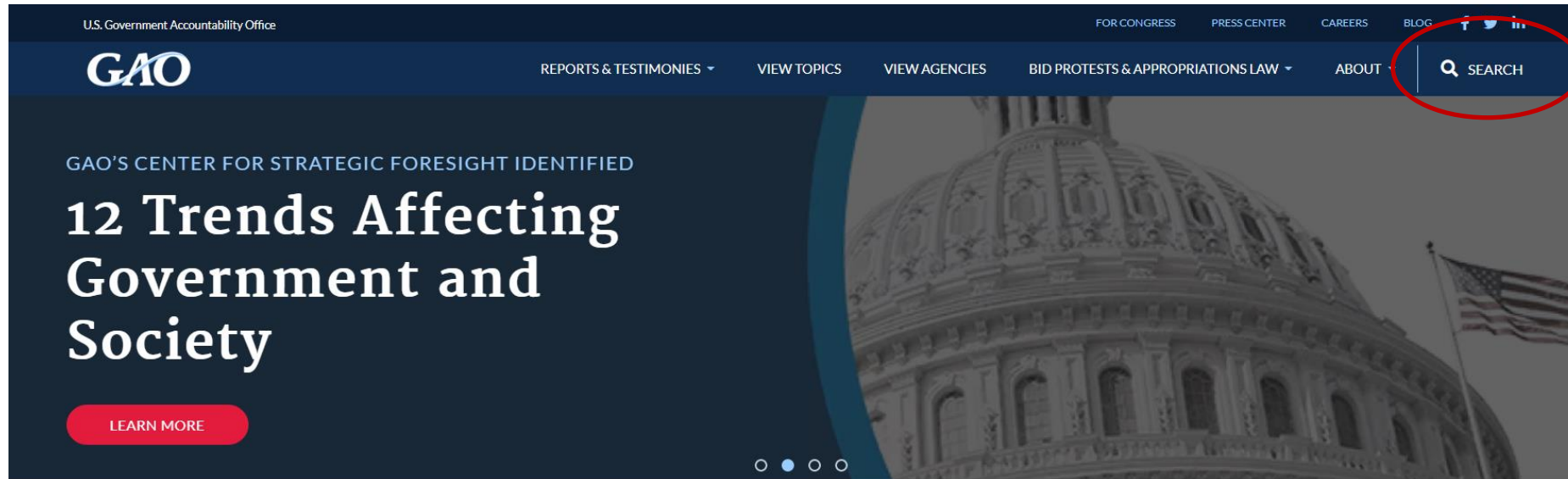
### The Federal Government Collects Large Amounts of Personal Data. But How Is It Protected?

THURSDAY, SEPTEMBER 22, 2022

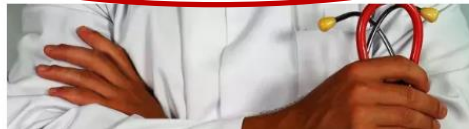
Privacy has become a more significant issue in recent years as new technologies collect and share...



# Where Can I Find GAO Products?



## Recent Reports & Testimonies



### Filter Results

#### By Content Type

- Reports & Testimonies
- Bid Protest
- Appropriations Law
- Other Legal Function
- Other

#### By Topics

- Agriculture and Food (204)
- Auditing and Financial Management (1056)
- Budget and Spending (810)
- Business Regulation and Consumer Protection (198)
- Economic Development (467)
- Education (1968)
- Employment (1336)
- Energy (58)
- Equal Opportunity (490)
- Financial Markets and Institutions (123)
- GAO Mission and Operations (67)

education

SEARCH

## Search results for: education

Displaying 1 - 20 of 10556 items

[Perform Advanced Search](#)

### College Closures: Education Should Improve Outreach to Borrowers about Loan Discharges

Report

GAO-22-104403

Publicly Released on: Aug 10, 2022 . Published: Jul 15, 2022 .

... College Closures: **Education** Should Improve Outreach to Borrowers about Loan Discharges Melissa Emrey-Arras Director emreyarrasm@gao.gov (617) 788-0534 GAO is making four recommendations, including that **Education** implement strategies to identify college closures in a timely manner, develop guidance for the information loan servicers include in the ... school discharge notifications, and ensure additional outreach is provided to at-risk borrowers who are potentially eligible for a discharge. **Education** identified steps it is taking or plans to take to implement these recommendations. **Education** loan programs Higher **education** Student ...

### Student Loans: Education Has Increased Federal Cost Estimates of Direct Loans by Billions Due to Programmatic and Other Changes

Report

GAO-22-105365

Publicly Released on: Jul 29, 2022 . Published: Jul 28, 2022 .

... Student Loans: **Education** Has Increased Federal Cost Estimates of Direct Loans by Billions Due to Programmatic and Other Changes Melissa Emrey-Arras Director ... Clark Director ClarkCE@gao.gov (202) 512-9377 Lawrence L. Evans, Jr. Managing Director evansl@gao.gov (202) 512-8678 Cost estimates Direct loans **Education** loan programs President's budget Student loans Student loan repayment Government subsidies Emergency relief Interest rates Price inflation **Education** GAO-22-105365 D24500 Department of **Education** Jul 29, 2022 Financial Markets and Institutions What GAO Found Although the Department of ...

SEARCH

## Search results for: education

[Reports & Testimonies](#) ✕
 [Bid Protest](#) ✕
 [Appropriations Law](#) ✕
 [Other Legal Function](#) ✕
 [Other](#) ✕
 [Clear All Filters](#)

Displaying 1 - 20 of 9809 items

[Perform Advanced Search](#)

### Filter Results

#### By Content Type

- Reports & Testimonies
  - Report
  - Testimony
  - Comment Letter
  - Memorandum
  - Other Product
- Bid Protest
  - Bid Protest Decision
  - Bid Protest Docket
- Appropriations Law
  - Appropriations Decision
  - Antideficiency Act Report
- Other Legal Function
  - Federal Agency Major Rule Report
  - Federal Vacancy Reform Act
  - Legal Report
  - Other Decision
  - Legal Other Written Product
- Other
  - Video
  - Podcast

### College Closures: Education Should Improve Outreach to Borrowers about Loan Discharges

Report  
GAO-22-104403

Publicly Released on: Aug 10, 2022 . Published: Jul 15, 2022 .

... College Closures: **Education** Should Improve Outreach to Borrowers about Loan Discharges Melissa Emrey-Arras Director emreyarrasm@gao.gov (617) 788-0534 GAO is making four recommendations, including that **Education** implement strategies to identify college closures in a timely manner, develop guidance for the information loan servicers include in the ... school discharge notifications, and ensure additional outreach is provided to at-risk borrowers who are potentially eligible for a discharge. **Education** identified steps it is taking or plans to take to implement these recommendations. **Education** loan programs Higher **education** Student ...

### Student Loans: Education Has Increased Federal Cost Estimates of Direct Loans by Billions Due to Programmatic and Other Changes

Report  
GAO-22-105365

Publicly Released on: Jul 29, 2022 . Published: Jul 28, 2022 .

... Student Loans: **Education** Has Increased Federal Cost Estimates of Direct Loans by Billions Due to Programmatic and Other Changes Melissa Emrey-Arras Director ... Clark Director ClarkCE@gao.gov (202) 512-9377 Lawrence L. Evans, Jr. Managing Director evansl@gao.gov (202) 512-8678 Cost estimates Direct loans **Education** loan programs President's budget Student loans Student loan repayment Government subsidies Emergency relief Interest rates Price inflation **Education** GAO-22-105365 D24500 Department of **Education** Jul 29, 2022 Financial Markets and Institutions What GAO Found Although the Department of ...

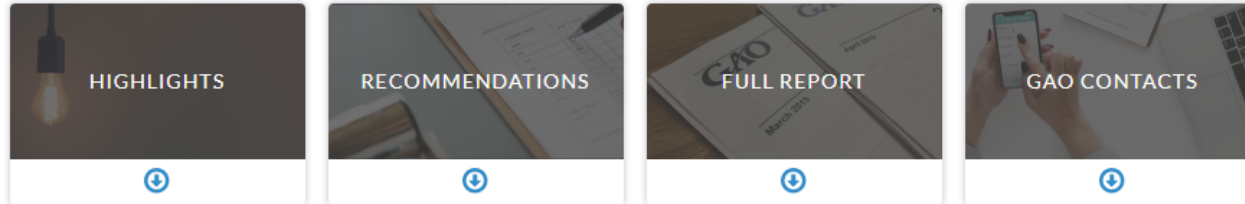
# Cybersecurity Workforce: Actions Needed to Improve Cybercorps Scholarship for Service Program

GAO-22-105187

Published: Sep 29, 2022. Publicly Released: Sep 29, 2022.



## Jump To



## Fast Facts

The CyberCorps Scholarship for Service Program—managed by the National Science Foundation, Office of Personnel Management, and Department of Homeland Security—requires recipients to work in government jobs for a period of time after graduation.

We found:

SEARCH

## Advanced Search

Add terms to the query box and select your search criteria.

### Search results for: immigration

Displaying 1 - 20 of 4920 items

[Perform Advanced Search](#)

[Perform Basic Search](#) ▶

Must Include Keywords ▼
Must Include Keywords ▼
Must Include Keywords ▼

Phrase / Keywords
Phrase / Keywords
Phrase / Keywords



Add a Line



#### Narrow by Date:

START

END

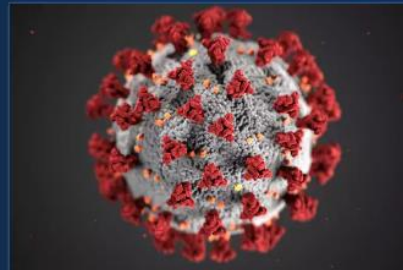
 SEARCH

### Featured Topics



#### Cybersecurity

An overview of cyber challenges facing the nation, and actions needed to address them



#### Coronavirus Oversight

An ongoing review of the federal response to the COVID-19 pandemic and oversight of related spending.



#### High Risk List

GAO's list, updated at the start of each new Congress, of programs and operations that are vulnerable to waste, fraud, abuse, or mismanagement, or in need of transformation.



#### America's Fiscal Future

GAO takes a big-picture look at the nation's fiscal condition and offers resources to help policymakers get the nation on a more sustainable fiscal path.



#### Race in America

Minorities in America continue to be disproportionately affected by inequality—here's a broad look at GAO's work on this



#### Science & Technology

An overview of scientific and technological developments that affect the nation's innovation & competitiveness.



#### Duplication & Cost Savings

GAO's annual report on the federal government's opportunities to reduce fragmentation, overlap, and duplication, as

### Browse Topics Alphabetically



#### Agriculture and Food

Agricultural industry, markets, and food production (e.g., farm animals and crops). Food-related issues such as safety, nutrition, and domestic and international assistance.



#### Auditing and Financial Management

Auditing how-to, including methodologies, tools, techniques, and standards. Financial, forensic, and programmatic audits of federal agencies and the U.S. government.



#### Budget and Spending

The federal budget, budget projections, and agency budget systems. Government appropriations; federal, state, and local finance.



#### Business Regulation and Consumer Protection

Domestic and international business, small business programs, federal regulations. Consumer protection, (e.g., identity theft, insurance, regulation, and credit markets).



#### Economic Development

Domestic and international development initiatives, including loans and grants.



#### Education

Educational programs ranging from preschool to adult/continuing education.



#### Employment

Labor statistics and trends, employment demographics, workforce development.



#### Energy

The energy industry and the government agencies that regulate it. Nuclear waste, oil.

# Agriculture and Food



Jump To

RECOMMENDATIONS  
3

RELATED PAGES  
3

GAO CONTACTS  
3

[VIEW MORE REPORTS](#)

## Recent Reports

Healthy Eating: Government-wide Solutions for Promoting Healthy Diets, Food Safety, and Food Security  
GAO-22-106078  
Published: Jul 19, 2022.  
Publicly Released: Jul 19, 2022.

Priority Open Recommendations: Department of Agriculture  
GAO-22-105601  
Published: Jun 16, 2022.  
Publicly Released: Jun 23, 2022.

## Open Recommendations

**Food Program: DOD Should Formalize Its Process for Revising Food Ingredients and Better Track Dining Facility Use and Costs**  
GAO-22-103949  
Mar 24, 2022  
[SHOW +](#) 11 OPEN RECOMMENDATIONS

**USDA Market Facilitation Program: Oversight of Future Supplemental Assistance to Farmers Could Be Improved**  
GAO-22-104259  
Feb 03, 2022  
[SHOW +](#) 4 OPEN RECOMMENDATIONS 1 PRIORITY

**Imported Agriculture: Updated Planning and Communication Could Enhance Agency Coordination of Inspections**



U.S. Food Aid Supply Chain: Stage 3- Foreign (A) Discharge at Foreign Port- Offloading food aid at Durban Port  
THURSDAY, MAY 12, 2011

## Podcasts

How Does USDA Ensure the Integrity of Programs for U.S. Farmers?  
MONDAY, NOVEMBER 16, 2020  
00:00 / 05:06  
[Transcript](#)



## View Agencies

You can browse or search our information by relevant agency. These pages provide reports, recommendations, curated information and summaries, videos, podcasts, blog posts, and more. Agencies are listed alphabetically by their formal name, with most agencies appearing under "Bureau," "Department," or "United States."

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

SEARCH

1 - 12 of 63 Agencies [View All](#)



Bureau of Indian Affairs [ BIA ]

[VIEW THE AGENCY](#)



Bureau of Land Management [ BLM ]

[VIEW THE AGENCY](#)



Bureau of Prisons [ BOP ]

Also known as:



U.S. Census Bureau

Also known as:

# Public Website

---

## About the Website



Drupal

350k items  
indexed

Public, Academic,  
OGC, In-agency  
Users

Several Owners

---

## Current Barriers to Discoverability

Poor quality scans/original reports

- Missing pages
- Missing indexes
- Out of order pages
- Hard to read text

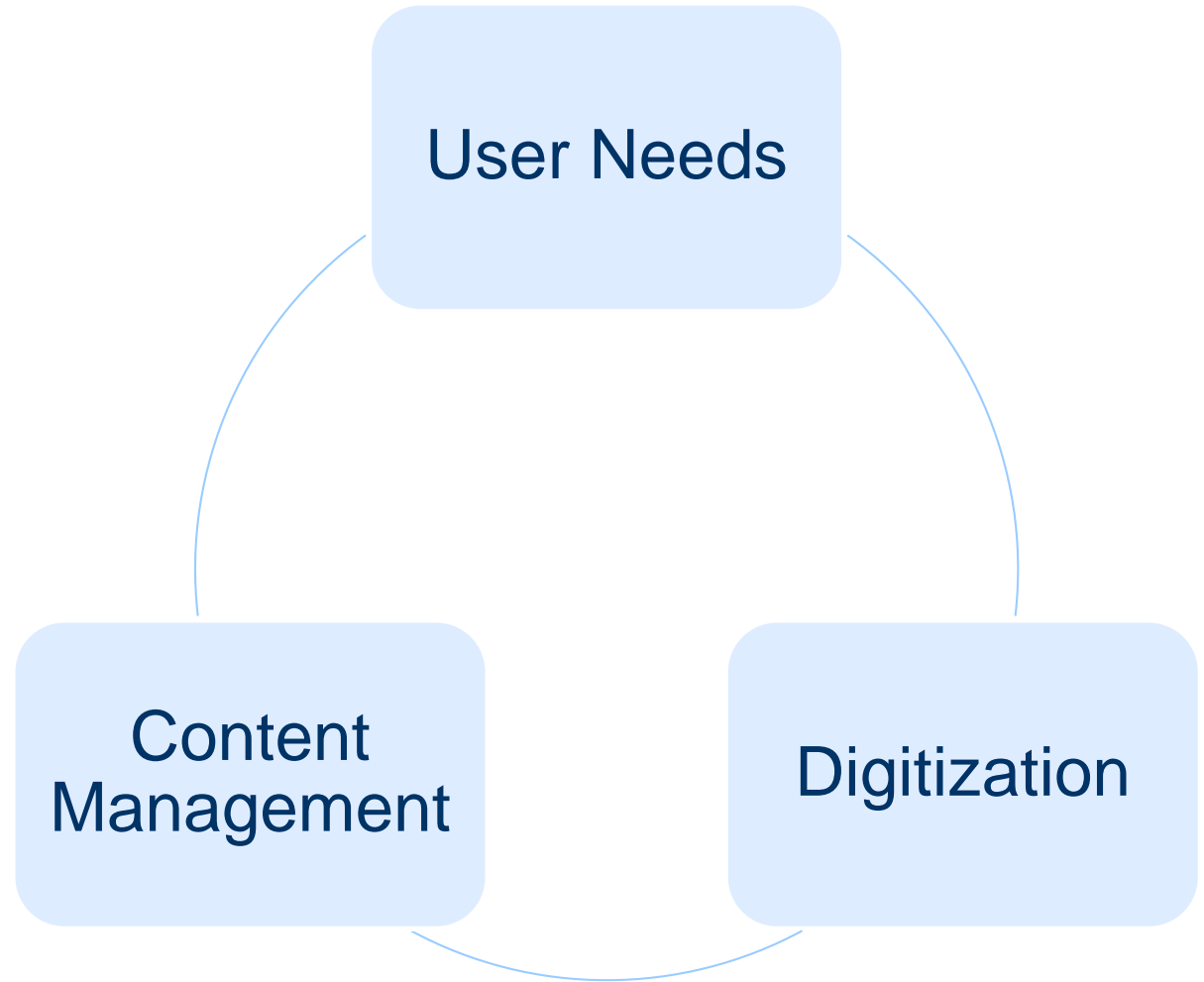
Indexing and metadata issues

- Inaccurate publication dates
- Missing summaries/description on public website
- Inconsistency in reports scanned

Full text availability

- Missing full text reports for results on public website
  - Searching a product name may not bring up products
  - Limited browsing and searching capability
-

## **Collaborative Work**



## User Needs

### Public User

- Basic Search
- Browsing Capability
- Non-Expert Terminology

### Academic User

- Advanced Search Capability
  - Command-Line Search
- Database-Like Design
- Extensive Filter Options

### General Counsel

- Advanced Search Capability
- Legal Terminology

### Government

- Advanced Search Capability
  - Extensive Filter Options
-

## Digitization

### Historical Collection Digitization Project

- Records and Privacy
- Digitization of historically significant GAO materials
- Contractors for digitization work

### B-Decision Digitization Project

- Digitize b-decisions and send to information management for upload to website
- Contractor digitized microfiche decisions

### Ad-hoc Digitization

- Upon request for products, librarians scan documents for requestor use
  - Send through proper channels to have added to the public website and internal databases
-

## Content Management

### Large Index

- 350k items
- Number of reports constantly increasing

### Establishment of Set Process

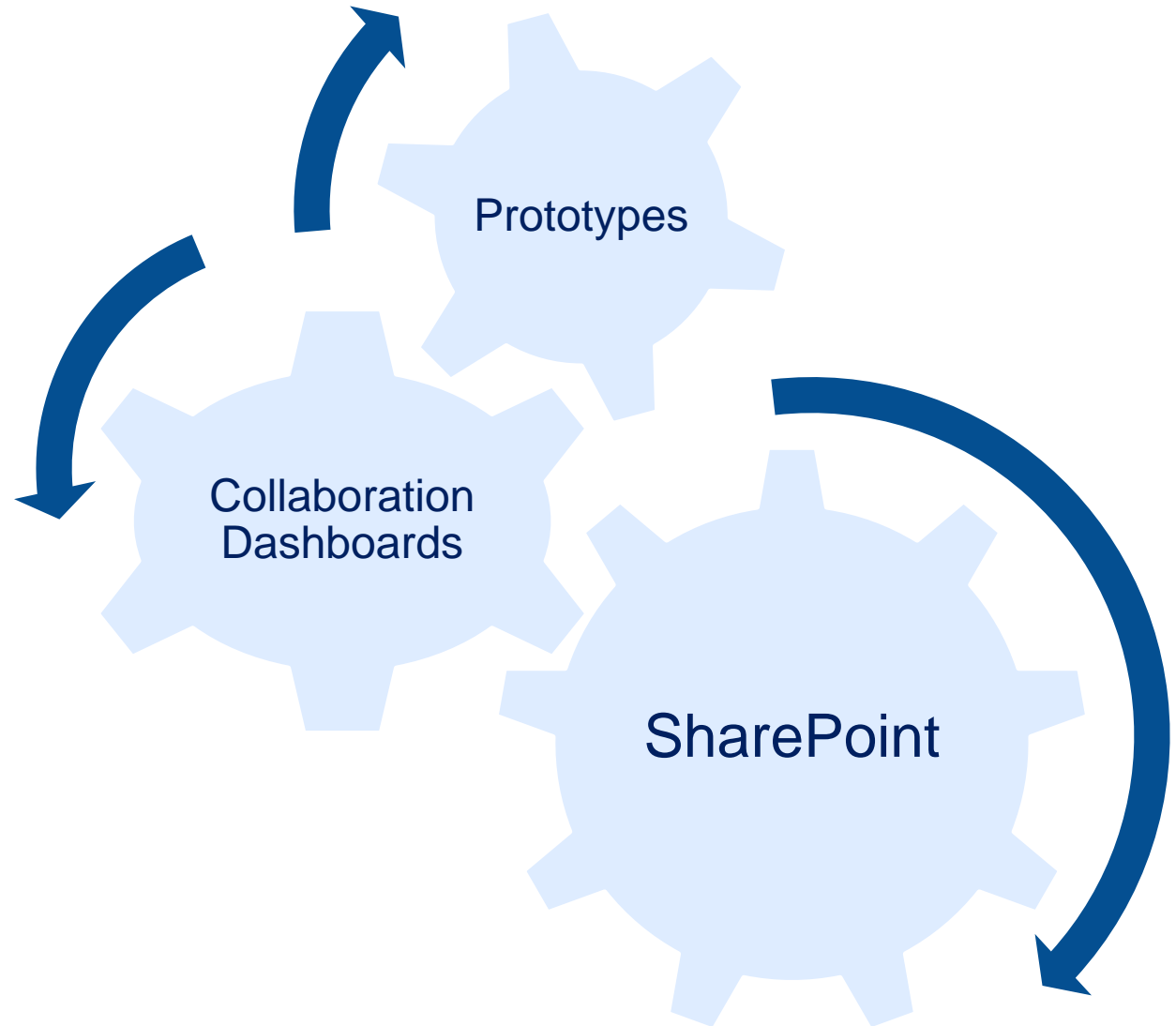
- Collaborative effort to establish standards of practice for juggling historical materials and newly published products
- Establish ways to handle microfiche and print materials in a less ad-hoc fashion

### Staffing Challenges

- CLS is made up of 7 research librarians and a 4-staff technical services team
  - Content management will need to be made a priority along with other work
-



## Internal Improvements in Progress



## Former & Ongoing Library Work

Adding scanned B-decisions to the public website

- Documents scanned from microfiche to PDF by contractors many years ago
- Former Catalog Librarian went through the scanned documents, looking for PII, redacting PII, OCRing, and sending to Info Management for upload to website

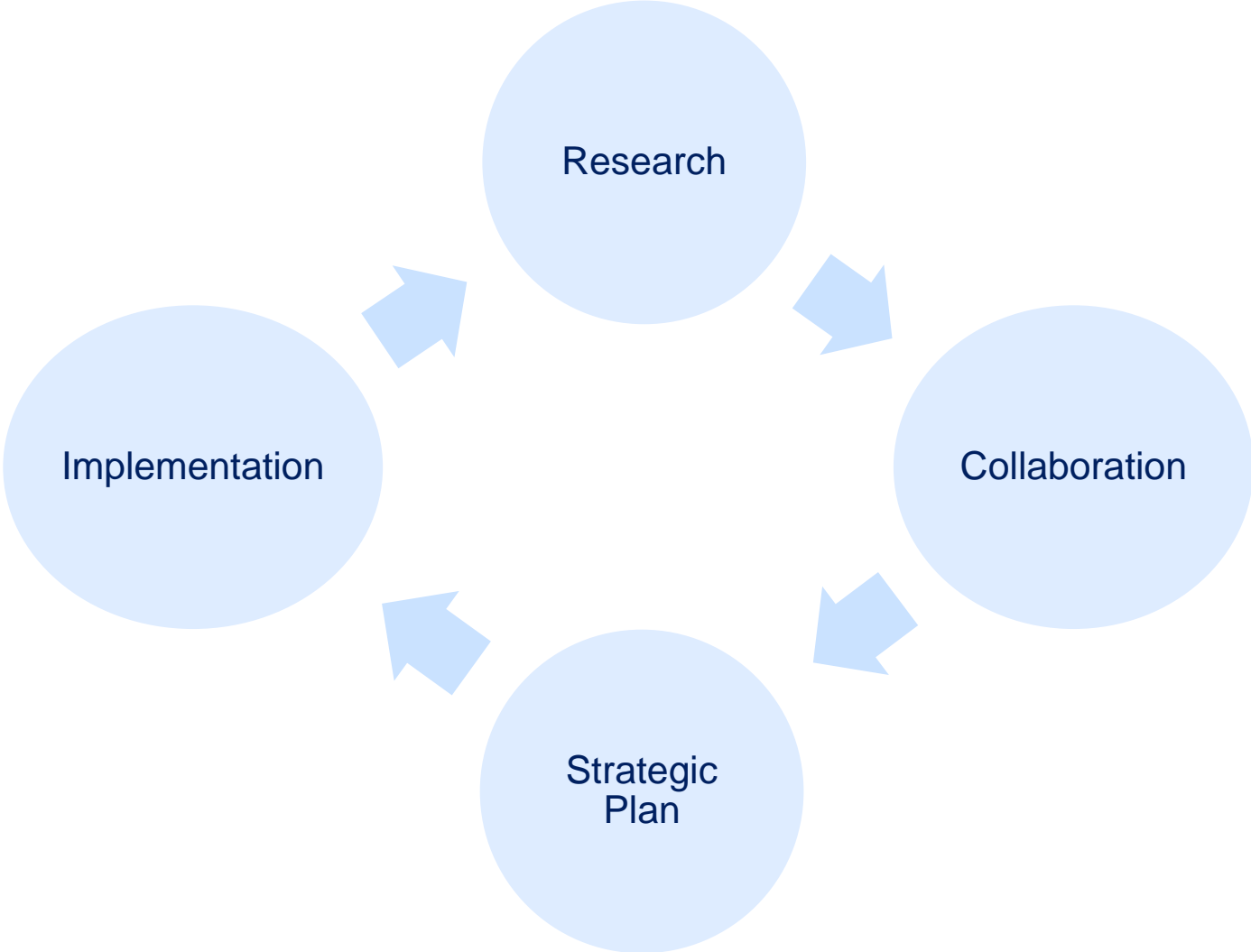
GAO Review inventory leading up to centennial

- Missing issues scanned, records created and scanned for upload to website

Running list of missing products, issues with scans

- Products can be searched for or re-scanned depending on need
-

# Public Website Search Improvements





**Research Questions: [research@gao.gov](mailto:research@gao.gov)**

**Contact Information:**

**Nicole Willis**

**[willisn@gao.gov](mailto:willisn@gao.gov)**

---