GPO

LSCM's Past, Present, and Future of Keeping America Informed

FY2011 YEAR IN REVIEW

TABLE OF CONTENTS

2 Section 1 – Roots of GPO and the FDLP

4 Section 2 - LSCM's Present

4 Part 1 - Collaboration/Partners in Progress

4 GPO Partnerships with Federal Depository Libraries

5 PACER: Access and Education Program

5 GPO Participation & Collaboration

6 FDLP Community Outreach

8 LSCM's Events Re-Cap for FY 2011

8 Part 2 - Enhancement/Progression/Innovation

8 GPO's Federal Digital System (FDsys)

9 Legacy Systems Modernization

10 Needs & Offers 2.0

11 GPO's Authentication Initiative

11 FDLP & FDsys Promotion

11 Registry of U.S. Government Publication Digitization Projects (or Digitization Projects Registry)

12 Cataloging Record Distribution Project (CRDP)

12 Integrated Library System

13 Document Discovery

13 Pre-1976 Shelflist Conversion Project

14 GPO Access Transition

15 FDsys Training Initiative

15 Online Learning

16 FDLP Connection

16 GPO's Harvesting Initiative

16 Web Enhancements

17 Depository Library Spotlight

17 Metrics

18 Part 3 - Performance Measures/Quality Assurance

18 Legal Requirements and Program Regulations

18 Public Access Assessments (PAAs)

18 2011 Biennial Survey

19 FDLP Users Speak: Results of the Library User Survey

21 Quality Control for Classification and Cataloging

21 Serials Management Plan

22 National Bibliographic Inventory

22 RDA Compliance Project

23 Section 3 – LSCM's Future

Dear Federal depository library partners:

In March 2011, GPO began a year-long celebration of its 150th Anniversary of *Keeping America Informed* and its historic role as the publisher and disseminator of Federal Government information. The dedicated staff of Library Services and Content Management (LSCM) play a critical role in contributing to GPO's unique mission. I commend them for their outstanding accomplishments this year, as documented in this *FY 2011 Year in Review*. Their efforts reflect an unequaled dedication and commitment to serving the information needs of our Federal depository library partners and the American public.

One LSCM focus this past year has been to increase content in GPO's Federal Digital System (FDsys) by improving and escalating our efforts to partner and collaborate with Federal depository libraries, Federal executive agencies, the Library of Congress, and the Federal courts. As a result, many new collections have been added to FDsys, including Federal court opinions and digitized historic volumes of the *U.S. Statutes at Large*. FDsys became GPO's official system of record in December 2010, and GPO Access is now archive-only and will be officially shut down in 2012. LSCM staff have been instrumental in making the transition from GPO Access to FDsys a success. It's important to point out that the eCFR is not affected by this change and will continue to be updated and remain publicly accessible.

The many achievements highlighted in this annual *Year in Review* include substantive progress on enhancing and modernizing our legacy systems; the transcription and digitization of the pre-1976 shelflist; a new Web harvesting pilot initiative; and an impressive array of educational and training sessions, both in person and virtually. They would not be possible without the support, dedication, and contributions of the depository library community. The new online FDLP Connection, launched in August 2011, is an important new resource that keeps the community informed of LSCM activities while highlighting the creative and significant accomplishments of our depository library partners and Federal agency stakeholders.

As we celebrate the history and mission of the GPO and acknowledge LSCM's significant accomplishments in FY 2011, we are also focused on the future of the Federal Depository Library Program (FDLP). We are very grateful to the depository library community and other stakeholders for the positive response we have received to the FDLP State Forecast and State Focused Action Plan initiative, summarized in section three of this report.

"The past is prologue," and, working together, we can and will develop a national plan for the future that will ensure permanent access to Federal Government information in all formats for the American public.

Best Regards,

Mary Alice Baish

Mary Alice Baish
Superintendent of Documents

SECTION 1
THE PAST — ROOTS OF GPO AND THE FDLP

The U.S. Government Printing Office (GPO) was created when President James Buchanan signed Joint Resolution 25 on June 23, 1860. GPO opened its doors for business nine months later on March 4, 1861, the same day Abraham Lincoln took the oath of office becoming the 16th President of the United States. On that day, GPO began operation in buildings purchased by Congress, on the same corner of North Capitol and H Sts. NW in Washington, DC that it still occupies today. On March 4, 2011, GPO began the celebration of its 150th anniversary.

GPO is responsible for the production and distribution of information products for all three branches of Government. These include the official publications of Congress, Federal agencies, and the courts. Today, GPO provides products in both print and a variety of digital forms, all of which are born digital. In addition, GPO produces passports for the Department of State and secure credentials for many Government agencies. As the Federal Government's primary resource for gathering, producing, cataloging, providing access to, and preserving published information in all forms, GPO has disseminated millions of publications to the American public.

In partnership with over 1,200 Federal depository libraries nationwide, GPO ensures the public nationwide, free access to official Federal Government information. GPO's Superintendent of Documents and Library Services & Content Management (LSCM) organizations administer the Federal Depository Library Program (FDLP) as authorized by chapter 19 of Title 44 of the United States Code. Tangible publications are distributed by GPO to over 1,200 libraries throughout the United States and its territories that, in turn, provide the public with free access to its Government's information and guidance in its use. Also included in the FDLP is the provision of free online access to Government publications provided under the authority of chapter 41 of Title 44, U.S.C., via GPO's Federal Digital System (FDsys). GPO is also governed, under chapter 17 of Title 44, U.S.C., to prepare a catalog of

Government publications which shall show the documents printed during the preceding month, where obtainable, and the price, which was enacted in 1968. Today, the Catalog of U.S. Government Publications (CGP) is the finding tool for Federal publications that includes descriptive records for historical and current publications and provides direct links to those that are available online. In addition, chapter 17 dictates that the Public Printer may retain out of all documents, bills, and resolutions printed the number of copies absolutely needful for the official use of GPO.

The FDLP has roots back to 1813 when Congress first authorized legislation to ensure the provision of certain Congressional documents to certain universities, historical societies, and state libraries. At that time, the Secretary of State was responsible for distributing publications. In 1857, the Secretary of the Interior assumed oversight of printing and the designation of depositories. In the Printing Act of 1895, the governance of the depository program was transferred to the Office of the Superintendent of Documents at GPO. Fast forward many years, and Public Law 103-40, the Government Printing Office Electronic Information Access Enhancement Act of 1993, amended GPO's duties to not only provide public access to printed publications but internet-accessible publications as well. Almost 200 years after the start of the FDLP, the Program continues to serve a vital need of the public.

LSCM is responsible for the current and future access to published U.S. Government information. Operations are divided into four main categories: (1) the FDLP, (2) Cataloging & Indexing, (3) Distribution of Government publications to the International Exchange Service, and (4) Distribution of certain Government publications to Members of Congress and other Government agencies, as mandated by law.

In addition to the administration of the FLDP, GPO is charged with cataloging and indexing all publications issued by the Federal Government that are not confidential in character. This is known and the Cataloging & Indexing Program.

Under the direction of the Library of Congress (LOC), GPO distributes tangible Government publications to foreign governments that agree to send to the United States similar publications of their governments for LOC collections. This is known as the International Exchange Service (IES).

Finally, LSCM also administers the dissemination of certain tangible publications as specified by public law. Under Title 44, U.S.C., GPO is required to provide copies of publications to certain Federal agencies and others at the direction of Congress. Additionally, on behalf of the Department of State, LSCM distributes copies of publications to foreign legions. This is known as the By-Law program.

The GPO of today is obviously a much different agency than it was 150 years ago, as its staff carries out their work in the digital age. Despite these vast differences, the mission of GPO has always remained the same: Keeping America Informed. The FDLP and GPO's information dissemination programs are examples of GPO's 150-year commitment to permanent public access to U.S. Government information and GPO's core mission.

SECTION 2
LSCM'S PRESENT

Part 1: Collaboration/ Partners in Progress

GPO Partnerships with Federal Depository Libraries

GPO has been developing partnerships with Federal depository libraries and other Federal agencies to increase access to electronic Federal information since 1997. With an increasing amount of Federal information available electronically, partnerships ensure permanent public access to electronic content and provide services to assist depositories in providing access to electronic material and in managing their depository collections. These partnerships also allow GPO to take advantage of the expertise of Federal depository librarians and the services they have developed.

FY 2011 Partnership Updates

- GPO signed a partnership with the University of Iowa Libraries in April 2011 for permanent public access to their collection of digitized Federal posters which date from before World War II through the 1990's.
- GPO signed a partnership with the Department of Labor and NTIS in June 2011 for permanent public access to the Davis Bacon wage determination on the Wage Determinations Online (WDOL) Web site, which is the official FAR-mandated site that contains both current and archived wage determinations.
- GPO renewed the partnership with the University of Illinois at Chicago for the Government Information Online: Ask a Librarian service in September 2011. The participating depository libraries provide e-mail and chat reference service for questions about Government information.
- GPO continues to process bibliographic records for the U.S. Forest Service that are submitted by the University of Montana. As of the end of FY 2011, there were 50 records available through the CGP.

PACER: Access and Education Program

Public Access to Court Electronic Records (PACER) is an online service of the United States Judiciary that provides case and docket information from Federal appellate, district and bankruptcy courts. At the direction of Congress, the Judiciary funds PACER through user fees. At its September 2010 meeting the Judicial Conference approved the establishment of a program involving GPO, the American Association of Law Libraries (AALL), and the Administrative Office of the United States Courts (AOUSC), that "would provide training and education to the public about PACER service, and would exempt from billing the first $50 of quarterly usage by a library participating in the program".

GPO, through the FDLP, is working in collaboration with the AOUSC and AALL to implement the PACER: Access and Education Program. This Program will fulfill the Judicial Conference's vision of an education program that will result in greater public awareness of and access to PACER. It also will result in more proficient public users of PACER.

The Program builds on training activities already undertaken by libraries. Librarians from participating libraries will conduct training sessions and develop and share training materials for:

- Individual or group instruction;
- Remote users or users within the library; and
- Use with training trainers.

In FY 2011, the Program was developed, and the Law Library of Congress and the San Bernardino County Law Library created some training materials and tested processes and procedures. A Program Web site was launched, and training materials were made available through the FDLP Desktop. FY 2012 will bring more Federal depository libraries into the Program, which ultimately will be open to all Federal depository libraries, public libraries, and public law libraries in the United States. More information about the PACER: Access and Education Program is available on the FDLP Desktop.

GPO Participation & Collaboration

In FY 2011, LSCM staff participated and collaborated with a number of outside groups relevant to the FDLP community:

- American Association of Law Libraries, Legal Information Preservation Alliance
- Cartographers Users Advisory Council
- CENDI and CENDI Policy Working Group
- CENDI Digitization Specification Working Group
- End of Term Harvest of Government Web Sites Group
- Ex Libris Users of North America
- Federal Agencies Digitization Guidelines Initiative, Audio-Visual Working Group
- Federal Agencies Digitization Guidelines Initiative, Still Image Digitization Working Group
- Federal Agencies Digitization Guidelines Initiative, Still Image File Format Working Group
- Federal Library and Information Center Committee, Preservation Working Group
- Federal Library and Information Network, Federal Library Shared Collection
- Imaging Science and Technology Archiving
- International Internet Preservation Consortium
- National Digital Strategy Advisory Board
- National Federation of Advanced Information Services
- National Information Standards Organization
- North American Serials Interest Group
- Science.gov Alliance

In FY 2011, LSCM also hosted two sets of international visitors through the International Visitor Leadership Program, Department of State. The areas of focus were the role and function of the libraries in the FDLP and partnerships and best practices for technology and information literacy in public, school, and academic libraries.

LSCM also collaborated with various professional library programs in FY 2011, including the Careers in Federal Libraries Panel at the University of North Carolina, the Careers in Federal Information Panel at the University of Washington, the Federal Librarians Networking Symposium, and San Jose State University to offer a virtual internship through LSCM.

FDLP Community Outreach

FY 2011 was a busy year for outreach activities by LSCM staff to members of the FDLP community. Below are some highlights from the year:

Date	Event	Location
October 2010	Digitization Workshop Series #3	Washington, DC
October 2010	Right Now Technologies-Summit 10	Colorado Springs, CO
October 2010	On-Line Audio-Visual Catalogers Conference	Macon, GA
October 2010	Depository Library Council Meeting & Federal Depository Library Conference	Arlington, VA
October 2010	GPO Open House	Myrtle Beach, SC
October 2010	Arizona Depository Library Council Meeting	Tempe, AZ
October 2010	Private LOCKSS Networks Meeting	Boston, MA
October 2010	Careers in Federal Libraries Panel	Chapel Hill, NC
October 2010	The University of Virginia's 100th Anniversary	Charlottesville, VA
November 2020	FDsys Hands-on Program - Special Libraries Association	Philadelphia, PA
November 2010	Charleston Conference: Issues in Book and Serials Acquisitions	Charleston, SC
December 2010	75th Anniversary Program Technology and New Dimensions	Washington, DC
December 2010	CENDI/Federal Library and Information Center Committee (FLICC)/ Federal Agencies Digitization Guidelines Initiative (FADGI) Audio: Digitizing for the Future Series	Washington, DC
December 2010	Treasury's Library Digitization Effort	Washington, DC
December 2010	6th International Digital Curation Conference	Chicago, IL
December 2010	Library of Congress (LC)/FLICC General Counsel Forum	Washington, DC
December 2010	Digital Preservation Discussion- American Library Association	Washington, DC
December 2010	Coalition for Networked Information Fall 2010 Membership Meeting	Washington, DC
January 2011	American Library Association Midwinter Meeting 2011	San Diego, CA
January 2011	End of Term Harvesting Partnership Meeting	Washington, DC
January 2011	7th Annual State of the Net Conference	Washington, DC
January 2011	FDsys Training for the Law Librarians Society of Washington, DC	Washington, DC
January 2011	The Future of Internet Freedom: Promotion Abroad…but Losing at Home?	Washington, DC
January 2011	Wyoming Library Association Meeting	Cheyenne, WY
February 2011	FDsys Demonstration - George Washington University	Washington, DC
February 2011	Society of Government Meeting Professionals National Capital Chapter 14th Annual Winter Meeting & Trade Show	Washington, DC
February 2011	FADGI Still Image Working Group	Washington, DC
February 2011	FLICC Orientation to Federal Libraries & Information Centers	Washington, DC
February 2011	End of Term Harvesting Partnership Meeting	Washington, DC
March 2011	FDsys Demonstration via OPAL	Washington, DC/Suffolk, NY
March 2011	CENDI/FADGI/FLICC Workshop on Section 508	Washington, DC
March 2011	FDsys Demo for the Law Librarians Society of Washington, DC, American University	Washington, DC
March 2011	FADGI File Format Subgroup	Washington, DC
March 2011	End of Term Harvesting Partnership Meeting	Washington, DC
March 2011	FDsys Demo for EPA National Library Network Research Tools Showcase	Crystal City, VA

March 2011	25th Annual Preservation Conference of the National Archives & Records Administration	College Park, MD
March 2011	Computers in Libraries 2011	Washington, DC
March 2011	Digital Government Institute Conference, Cloud Computing 101	Washington, DC
April 2011	Depository Library Council Meeting	San Antonio, TX
April 2011	Interlaboratory Committee on Editing and Publishing Conference	Washington, DC
April 2011	Advisory Meeting to the Congressional Internet Caucus	Washington, DC
April 2011	End of Term Harvesting Partnership Meeting	Washington, DC
April 2011	National Library Week Open House	McLean, VA
April 2011	2011 LC's Topics in Preservation Series	Washington, DC
April 2011	The Future of Internet Freedom: Promoting Abroad...but Losing at Home?	Washington, DC
April 2011	CENDI/FLICC/FADGI Workshop Series-Section 508	Washington, DC
May 2011	Ex Libris Users of North America 2011 Meeting	Milwaukee, WI
May 2011	BIBCO (Monographic Bibliographic Record Program of the Program for Cooperative Cataloging) Operations Committee Meeting	Washington, DC
May 2011	Archiving 2011	Salt Lake City, UT
May 2011	JPEG 2000 Summit	Washington, DC
May 2011	FLICC Forum 2011: The Business of Federal Libraries	Washington, DC
May 2011	Sharing a Federal Print Repository	Washington, DC
May 2011	Advisory Committee to the Congressional Internet Caucus Conference	Washington, DC
May 2011	Federal Legislative History Research Using Library Resources	Washington, DC
June 2011	Vivisimo Federal Day Conference	Washington, DC
June 2011	North America Serials Interest Group, Inc	St. Louis, MO
June 2011	End of Term Harvesting Partnership Meeting	Washington, DC
June 2011	FADGI File Format Subgroup	Washington, DC
June 2011	Special Libraries Association Annual Conference & INFO-EXPO	Philadelphia, PA
June 2011	Institute of International Education, Visit of Russian Librarians	Washington, DC
June 2011	World Learning International Visitor Leadership Program	Washington, DC
June 2011	Cartographers Users Advisory Council	Reston, VA
June 2011	American Library Association Annual Conference and Exhibition 2011	New Orleans, LA
July 2011	FADGI Still Image Working Group	Washington, DC
July 2011	Transatlantic Roundtable on Privacy & Intellectual Property	Washington, DC
July 2011	American Association of Law Libraries Annual Meeting	Philadelphia, PA
August 2011	Federal Librarians Networking Symposium	Washington, DC
August 2011	Using ProQuest- Congressional Digital Suite to Research Legislative History	Washington, DC
August 2011	24th Annual Interagency Depository Seminar	Washington, DC
September 2011	FLICC/FEDLINK Working Groups Planning Meeting	Washington, DC
September 2011	FDsys Demo at SLA DC Chapter & DGI Division Joint Meeting	Washington, DC
September 2011	Towson University Rejoins the FDLP Celebration	Towson, MD
September 2011	Outreach Librarians visited D.C. Public Library	Washington, DC
September 2011	Cloud- Enabled Government Conference & Expo	Washington, DC

LSCM's Events Re-Cap for FY 2011

Fall 2010 Depository Library Council Meeting & Federal Depository Library Conference
The 2010 Depository Library Council Meeting & Federal Depository Library Conference was held in Arlington, Virginia from October 18 – 20, 2010. Over 40 Depository Library Council meetings and educational sessions were presented to attendees during this three-day event. There were over 300 attendees at this event.

Spring 2011 Depository Library Council Meeting
The 2011 spring Depository Library Council Meeting was held April 4 – 6, 2011 in San Antonio, Texas. This three-day event showcased 18 Depository Library Council sessions and educational programs. There were over 150 attendees at this event. Highlights of the conference include GPO's introduction of the 26th Public Printer of the United States, William Boarman, and GPO's newest Superintendent of Documents, Mary Alice Baish. It was announced by the Superintendent of Documents that this meeting was the final spring meeting and that moving forward, GPO would host only one Depository Library Council Meeting & Federal Depository Library Conference per year, each fall.

2011 Interagency Depository Seminary
The Interagency Depository Seminar was held at the main GPO headquarters in Washington, DC from August 1-5, 2011. The five-day event provided a blend of depository library management information as well as training on Federal agency information products. Tours of the U.S. Senate Library, the Library of Congress, and GPO, were also given to the 39 attendees.

Part 2: Enhancement/ Progression/Innovation

GPO's Federal Digital System (FDsys)

FY 2011 saw numerous accomplishments regarding GPO's Federal Digital System (FDsys). As of December 20, 2010, FDsys became GPO's official system of record for online Government information. This transformation was characterized by a fully stood-up and implemented system foundation with failover and was also accompanied by a brand new logo; FDsys tagline, America's Authentic Government Information; and a re-designed, more user-friendly interface.

GPO focused FY 2011 FDsys efforts towards increasing the amount of content managed and preserved within FDsys which includes at-risk, born digital content.

In February 2011, upon approval from the Joint Committee on Printing, GPO announced a collaborative initiative with the Library of Congress (LOC) to digitize some of our nation's most important legal and legislative documents. Drawing on the strengths of both agencies, the United States Statutes at Large, Volumes 65-94 was the first digitized collection to be released on FDsys in March 2011. The collection spanned from 1951 through 1980 (82nd -96th Congresses). In June 2011, GPO released volumes 95-115 of the Statutes at Large, which spanned from 1981 through 2002 (97th-107th Congresses).

As part of the collaboration, LOC scanned the documents in this collection. GPO digitally signed the documents in order to ensure the authentication of the material. Both the LOC and GPO maintain the archival collection and share the content for their individual uses.

GPO's entire collection of United States Statutes at Large volumes now spans from 1951 – 2007 and provides users with Web-based public access to the digitally-signed documents.

In June 2011, in collaboration with the National Oceanic and Atmospheric Administration (NOAA)

Coastal Services Center, GPO began providing digital access to the Coastal Zone Information Collection (CZIC), which contains more than 5,000 coastal-related documents. The collection provides nearly 30 years of data and information crucial to the understanding of U.S. coastal management and NOAA's mission to sustain healthy coasts. NOAA sought GPO's preservation repository services on FDsys after planning to discontinue public access to the collection. The collection on FDsys features documents from 1951-1999.

Another important FDsys partnership in FY 2011 was with the Administrative Office of the United States Courts (AOUSC). With an interest in increasing public access to court opinions, the Judicial Conference approved a recommendation of its Court Administration and Case Management Committee for a pilot project to make lower Federal court opinions available through FDsys. With approval from the Joint Committee on Printing, GPO worked closely with the AOUSC to make this a reality.

The United States Courts Opinions collection in FDsys (public beta launched in early FY 2012) contains opinions from the Federal appellate, district, and bankruptcy courts. The pilot moved from the development phase to the test phase in September 2011. Initial testing was with three courts: the United States Court of Appeals for the Eighth Circuit, United States District Court District of Rhode Island, and United States Bankruptcy Court Southern District of Florida. The number of courts participating in the pilot will rapidly expand in fiscal year 2012 to 12 and, after testing, to more than 30. The content of this collection dates back to April 2004, though searchable electronic holdings for some courts may be incomplete for this earlier time period.

The opinions are electronically transferred to GPO from the AOUSC's Case Management/ Electronic Case Filing (CM/ECF) system. With the secure transfer of files, the chain of custody is maintained, allowing GPO to authenticate the files. The metadata is transmitted as an XML file to GPO from the AOUSC. Users are afforded the same advanced fielded search options and faceted navigation features as in other FDsys collections, as well as some features that are unique to this collection.

Having opinions accessible through FDsys provides the ability for users to search for opinions from one court, from select courts, and from all available courts, along with the ability to search for opinions in conjunction with other FDsys content. In addition to being a new collection for FDsys, the lower Federal court opinions represent new content for the FDLP.

Also in FY 2011, GPO focused on increasing the ways content within FDsys can be used and reused.

- In March 2011, the Public Papers of the Presidents collection was updated to be able to accept XML data. The XML data is also available through Data.gov.
- In May 2011, the Journal of the House of Representatives volumes from 2000 – 2006 were added to FDsys.
- In June 2011, beginning with the 112th Congress, the Constitutional Authority Statements (CAS) printed in the Congressional Record were made available in FDsys as individual documents. This enables users to perform a search on and then link directly to the individual document CAS in HTML and PDF formats.
- In June 2011, at the request of the Library of Congress, predictable links were added to Congressional Calendar documents.
- In August 2011, Excel spreadsheets were added to the Economic Indicators collection.
- In August 2011, the U.S. Government Manual collection was updated to be able to accept XML data. The XML data is also available through Data.gov.

Legacy Systems Modernization

Library Information Systems Transformation (LIST)

In late FY 2010, GPO issued a contract to develop and implement a new system to replace the Depository

Distribution Information System (DDIS), Item Lister, and Amendment to Item Selection. FY 2011 saw extensive work on this project, known as the Library Information Systems Transformation (LIST), to migrate these legacy systems to a modern platform. LSCM has been working closely with GPO's IT department and the contractor to complete the development and implement the new system. A successful demonstration of preliminary development was conducted in July 2011, and a second demonstration of additional development was conducted in October 2011. The project is on track to target a launch of the new system in early 2012.

PURLs

GPO has been using persistent uniform resource locators (PURLs) to provide permanent URLs to Federal publications since January 1997 in order to provide stable URLs to online Federal information.

During FY 2011, GPO's PURL instance was upgraded to a new architecture that offered many benefits over the non-supported legacy software and aging server infrastructure, including:

- A more robust system architecture (from a flat text database file to a database);
- Immediate system back-up through synchronization;
- Immediate system failover (geographically separated primary and back-up servers);
- Statistical reporting (PURL referral and system monitoring);
- Web referral reporting; and
- Improved speed for resolution of redirects.

The re-architectured system was publicly deployed in early FY 2011. Once a full month of data was captured, the statistical reporting tool was released to the Federal depository library community in December 2010.

Since deployment, the PURL application has been performing optimally and is regularly monitored for traffic routing, security, and routine maintenance in order to ensure high availability and redundancy.

Needs & Offers 2.0

In accordance with 44 U.S.C. 1912, regional depository libraries are obliged to assist selective libraries they serve with the disposal of unwanted Government publications. The law further stipulates that regionals may permit depository libraries "to dispose of Government publications they have retained for five years after first offering them to other depository libraries within their area, then to other libraries." These general parameters have allowed, over the years, regionals to develop processes and procedures that meet their local needs. This has resulted in a variety of processes in place throughout the FDLP. There is agreement from all parties that the processes are cumbersome and labor intensive.

To streamline processes and to help alleviate an administrative burden for depository libraries, GPO contracted for the development of a tool to automate and manage the disposition of depository materials process for Federal depository libraries, while still permitting the flexibility for and application of local parameters. The contract was awarded on September 30, 2010, the last day of FY 2010. The tool, Needs & Offers 2.0, directly supports a legislative mandate of all Federal depository libraries. It will manage the bibliographic control of needs and offers, the disposition workflow processes, and the related interlibrary communications.

Some of the features of Needs & Offers 2.0 are:

- Importing MARC records;
- Using local call numbers;
- Alerting users when their Need matches another library's Offer (and vice versa);
- Using an array of automatic notifications;
- Searching any indexed field in the bibliographic record;
- Providing an assortment of sorting options for search results;
- Identifying publications needed for digitization projects or disaster replacement; and
- Alerting GPO to possible fugitive publications.

FY 2011 saw the development and alpha testing of Needs & Offers 2.0. A public launch of the tool is planned for the first quarter of FY 2012. For more information visit the FDLP Desktop.

GPO's Authentication Initiative

GPO's authentication policies and technologies are developed around a user-centric approach to content authentication, where we provide a suite of tools to help users make determinations about the authenticity of a particular piece of content. As the field of content authenticity develops, technology changes, and user requirements are identified, GPO's policies and technologies will continue to evolve.

In April 2011, GPO demonstrated its leadership in this arena by partnering with the Library of Congress in creating the Content Authentication Working Group to bring agencies together to define common guidelines, methods, and best practices to authenticate digital content. Among the tasks of this working group will be to create a glossary so that all have a common understanding of some basic vocabulary regarding such terms as "authentic," "integrity," "verification," "chain of custody," and "trust."

This Working Group is expected to devise common authentication guidelines and best practices that will enhance the exchange of research results and developments, encourage collaborative authentication practices for projects among Federal agencies and institutions, and provide the public with an enhanced level of trust in the authenticity of Federal information products.

Additionally, in June 2011, GPO released two papers "Authenticity of Electronic Federal Government Publications" and "Overview of GPO's Authentication Program" to further explain GPO's content authentication goals. These papers update and enhance information provided in GPO's previous documents on authentication. More information about GPO's authentication initiative can be found on GPO's agency Web site.

FDLP & FDsys Promotion

In early FY 2011, GPO contracted with North American Precis Syndicate (NAPS) on an FDsys campaign. NAPS staff worked with GPO to disseminate informational articles about FDsys to 10,000 print and online publications nationwide, as well as a radio spot to about 400 FM stations nationwide.

In June 2011, LSCM launched a suite of five informational brochures:

- Easy as FDL: Federal Depository Libraries
- FDsys: GPO's Federal Digital System
- Research Federal Rulemaking in FDsys
- Search the Catalog of U.S. Government Publications
- Tracking Federal Legislation in FDsys

For the first time, GPO made these brochures available for both free order and as downloadable high-resolution PDF versions for printing.

Federal depository libraries were also asked to assist in promoting/using FDsys and to discontinue promoting/using GPO Access in FY 2011. The following GPO Access flyers were also noted as being outdated:

- Authenticated Federal Government Documents
- Explore Federal Rules and Regulations Using GPO Access
- Research Each Step in the Lawmaking Process Using GPO Access
- U.S. Government Bookstore

GPO also requested that all libraries update Web site references from GPO Access to FDsys in FY 2011; GPO made available FDsys logos for use on library Web sites.

Registry of U.S. Government Publication Digitization Projects (or Digitization Projects Registry)

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.

During FY 2011, the Registry of U.S. Government Publication Digitization Projects was examined as part of a content and technological refresh. As a result, the site was renamed to the Digitization Projects Registry and re-launched in May 2011. The re-launch also introduced a new interface design and enhanced functionality. Examples of enhancements include the ability to showcase projects through a rotating slideshow, a dynamic bar graph that illustrates the various statuses of digitization projects on the site, and a listing of contributing institutions.

Cataloging Record Distribution Project (CRDP)

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 tested the MARC21 record distribution workflows from GPO's ILS, matching with library profile information and finally disseminating bibliographic records to pilot libraries for inclusion in their local online public access catalogs. GPO contracted with MARCIVE, Inc. using MARCIVE's existing MARC record distribution infrastructure to deliver cataloging records to 48 participating depository libraries.

Based on the success of the pilot, GPO implemented a one-year expansion of the cataloging record distribution process, successfully delivering records to 75 participating libraries from September 25, 2010 to September 24, 2011. Participating libraries received 12 months worth of records, beginning with records produced in October 2010.

In March 2011, GPO administered a survey of participating libraries that garnered overwhelmingly positive feedback. Highlighted benefits for CRDP participants include customizable output profiles, automatic updates to project selection profiles, an easy process of retrieving records, and hands-on customer service provided by MARCIVE staff. Ultimately, the CRDP allows libraries to cut down on staff cataloging time and also helps libraries provide greater access to Federal Government information.

In the September 2011 issue of LSCM's FDLP newsletter, *FDLP Connection*, featured CRDP participant, Downey City Library, praised the advantages of the CRDP service, specifically stating that "for a library with a smaller collection, staff, and budget, GPO's CRDP is a real life-saver."

A continuation of this service began on October 1, 2011 and is slated to end on September 31, 2012. Over 70 libraries are participating in the project. GPO is taking lessons learned from this project to assess long-term solutions for bibliographic record distribution. For more information on the project, visit the FDLP Desktop CRDP page where you can find a full project description, a list of participating libraries, and a summary of the former pilot project.

Integrated Library System

FY 2011 saw numerous ILS enhancements:

- Aleph software: A minor service pack was applied for the implementation of fields for the new cataloging standard that is coming: Resource Description and Access (RDA). The new MARC fields 336 (content type), 337 (media type), and 338 (carrier type) display in the OPAC MARC view, and 338 displays in the OPAC as "Format" in the Standard view.
- Historic Shelflist records: GPO continued to make Historic Shelflist records publicly viewable; over 100,000 were unsuppressed in FY 2011.
- New Electronic Titles: In FY 2011, GPO added the new fields OCLC number, GPO System Number, and New GPO Cataloged Date to the .csv format of the New Electronic Titles static monthly reports.

Also in FY 2011, MetaLib, a service of the CGP, saw a key enhancement. MetaLib is a federated search tool which is used to retrieve reports, articles, and citations by simultaneously searching across multiple databases. FDsys was configured, as a MetaLib target, to enable the simultaneous searching of FDsys and the CGP through a predefined search set, "GPO Resources," in MetaLib. FDsys can also now be searched by itself in MetaLib, and it is one of the resources included in all of the 14 subject-specific, pre-defined search sets, except "Catalogs." The subject-specific search sets are as follows:

- General Resources
- Business and Economy
- Education
- History
- Reference
- GPO Resources
- Environment
- Politics and Law
- Science and Technology
- Agriculture
- Defense and Military
- Health and Safety
- Recreation, Travel and Transportation
- Catalogs

Document Discovery

Publications that may be in scope of the FDLP but not yet cataloged and disseminated through the FDLP have traditionally been known as "fugitive documents" or "Lost Docs." In recent years, GPO revitalized the program that aims to identify these publications and bring them into the FDLP, now known as the Document Discovery Program. Document Discovery progress in FY 2011 inlcudes:

- FDLP librarians are submitting more and more Document Discovery requests through askGPO, enabling GPO to more easily track the progress of such requests. These requests receive priority routing and monitoring. AskGPO questions about Document Discovery are being handled expeditiously, as they come in.
- A flyer was designed for outreach visits and presentations to Federal agencies. In addition, a new agency Web page and form on GPO's Web site was created to guide agency staff and encourage them to cooperate with GPO. These tools were designed to help LSCM make informed decisions about Federal publications regarding the content, its various formats, and its appropriateness for GPO programs. FDLP librarians who have agency contacts were also asked to help LSCM by directing their agency contacts to GPO's Document Discovery Federal agency Web page.

Pre-1976 Shelflist Conversion Project

A relic of a bygone library era, GPO's shelflist contains bibliographic information on publications dating from the 1870s to the shelflist's closure in 1992. The over one million cards are arranged in Superintendent of Documents (SuDoc) classification order and are still used by GPO staff to verify the creation of new SuDoc numbers. Leafing through the shelflist you will discover cards handwritten in clear black script by early GPO librarians, remnants of the GPO dictionary catalog, mimeographed cards from the 1950s, and computer generated OCLC cards as well as a wide variety of pre-AACR cataloging practices.

While not a complete inventory of all publications distributed through the FDLP, the shelflist contains information on publications in all formats (monographs, serials, maps, integrating resources, and microfiche) as well as publications distributed directly to depositories by the publishing agency. The cards were also used by GPO staff to record information about how to obtain copies of a title, information discovered about publication history, and contact information for staff at the publishing agencies. A variety of card stock was used to denote the types of information on the cards or to indicate where the publications were in the cataloging process, which makes the shelflist quite colorful.

Two projects are currently underway to make the valuable information included in the shelflist more accessible to both GPO staff and the depository community.

Shelflist Transcription
Until recently, the bibliographic information on the cards created before GPO joined OCLC in July 1976 was not available in the CGP. Since January 2010, a team of contract staff from the LAC Group have been hard at work at GPO headquarters transcribing the cards into MARC21 records using its Integrated Library System (ILS). GPO does not have the publications in hand to consult, so the bibliographic information is being transcribed as it is found on the cards. In FY 2011, progress continued with the transcription. In April 2011, GPO began transcribing serial cards, and Integrating Resource cards transcription was started in July 2011. As serial and integrating resource titles are being transcribed, the staff are creating item records for the individual issues. As of the end of FY 2011, there were 108,360 shelflist records available through the CGP. The contract is expected to conclude at the end of December 2011.

Shelflist Digitization
As part of its records management requirement, GPO has been planning for the eventual transfer of the tangible shelflist to the National Archives and Records Administration for long-term preservation and archiving. The cards date back to the 19th century, and despite meticulous care over the years, their condition is beginning to deteriorate. The goal of the digitization project, which should be complete in 2012, is to ensure that a quality image of all shelflist cards remain accessible to GPO staff. GPO contracted out the scanning and digitization of the cards, and the contract was awarded in January 2011. Digitization of the cards continues, and by the end of FY 2011, approximately two thirds of the drawers had been digitized.

GPO Access Transition

On December 20, 2010, FDsys was released as GPO's official system of record for online Government information. On that date, the countdown to the shut-down of GPO Access began. With over fifteen years of service, GPO Access is a well-respected and heavily-accessed resource for users throughout the world. In order to ensure continuity of access from GPO Access to FDsys, a plan was developed to provide a seamless transition for Federal depository libraries, Congress, Federal agencies, and the general public to FDsys. The plan divided the shut-down into three phases: the system of record phase, the archive phase, and the shut-down phase.

The system of record phase began with the announcement that FDsys was officially GPO's system of record and continued through October 2011. This phase focused on introducing GPO Access users to FDsys while GPO Access and FDsys were maintained in tandem. Users were notified of the official release of FDsys and given a link to the site through the implementation of a pop-up banner on strategic GPO Access Web pages.

On November 4, 2011, the GPO Access pop-up banner was modified to announce the implementation of the archive phase of GPO Access. Starting on November 5, FDsys became GPO's only site for both current and historical information from all three branches of the Federal Government. GPO Access is accessible as a reference archive.

As part of the final preparations for the shut-down of GPO Access, GPO is in the process of creating one-to-one redirects from GPO Access content to the FDsys equivalent. This will ensure that bookmarks, Web links, URLs in print publications, and other GPO Access references point to valid Web resources. Once this has been completed, phase three will be implemented, and GPO Access will be taken offline. A date has not yet been established for the final shut-down of GPO Access; however, it is slated for FY 2012.

FDsys Training Initiative

Part of LSCM's efforts to educate the public on the use of FDsys is the creation of a formal FDsys training plan. In the summer of 2011, LSCM staff began the design of a plan with two major components:

1. Developing a comprehensive FDsys curriculum and curriculum tools
2. Planning for the implementation of the curriculum and tools in live, virtual, and recorded video environments

For the curriculum team, LSCM assembled staff who had previous experience giving GPO Access and FDsys training, staff who have worked extensively in the development of FDsys, and staff with backgrounds in education. In August of 2011, the curriculum was completed. It includes detailed scripts for recorded video modules; step-by-step talking points and instructions for educators; presentation material for each session; and a user manual to bring it all together. The curriculum includes the following:

- Introduction
- Background
- Basic Searching
- Advanced Searching
- Browsing Government Publications
- Retrieving by Citation
- Tracking Legislation (including 7 sub-parts)
- Tracking Regulations (including 4 sub-parts)
- Help
- Tips & Tricks (including 15 sub-parts and counting)

Also in the summer of 2011, LSCM posted questions about online training tools and learning software applications on the FDLP Community site. Comments were received about how content is created and delivered, favorite features, and other online training informational resources. The information LSCM gained from the Federal depository library community was used to develop a document that identifies requirements for a system to be used for depository library training and to manage training materials and activities. This serve to meet the ever-changing education and training needs of the community in dynamic, timely, and efficient ways.

Through this training initiative, LSCM will increase awareness of FDsys, help users navigate its content effectively, and enhance access to Federal Government information.

Online Learning

In August 2011, Online Programming for All Libraries (OPAL) became unavailable for GPO's use. Since that time, and in conjunction with LSCM's FDsys training initiative, LSCM staff have been working toward replacing OPAL with a dynamic resource to assist the depository community in sharing their expertise and to receive training from GPO. FY 2011 saw many sessions of Chat with GPO:

- Going Mostly Electronic - Part I: The Basics (September 30, 2010)
- Going Mostly Electronic - Part II: Options and Opportunities (October 14, 2010)
- Going Mostly Electronic - Part III: Chat with GPO (November 10, 2010)
- Modeling a Sustainable FDLP for the 21st Century (January 13, 2011)
- WEBTech Notes (February 15, 2011)
- FDsys: Advanced Search Techniques and Tips (March 10, 2011)
- Searching the Catalog of U.S. Government Publications (May 26, 2011)
- Digitization Projects Registry: a tool for Discovery, Collaboration, and Preservation (July 7, 2011)

All past Chat with GPO sessions, along with all other past OPAL sessions, remain available in the OPAL archive. There are currently 50 OPAL presentations available in the archive. In addition to past Chat with GPO sessions, there are sessions given by FDLP community members and GPO staff covering topics from Preservation to Maps and GIS.

FDLP Connection

In August 2011, LSCM launched FDLP Connection, a newsletter that highlights the goals, achievements, activities, and stories throughout the FDLP community.

Designed to instruct, inspire, and educate, this monthly Web-based newsletter features:

- Columns from the Superintendent of Documents and the Depository Library Council;
- Information on the organizations and staff within GPO that work behind the scenes to produce, protect, preserve, and distribute documents of our democracy;
- Insights from GPO staff, depository librarians, Federal agencies, and other FDLP community members as they share their knowledge and expertise;
- Spotlights on depositories and partnerships that are making a difference to provide free public access to and long-term preservation of Federal Government information;
- Updates on GPO projects related to the FDLP; and
- Tidbits and tips about the FDLP and how to promote services to local communities.

Each month's edition features a different theme. The FY 2011 editions focused on, first, the kick-off and launch of the newsletter for August, followed by a historical theme for September.

These FY 2011 issues of FDLP Connection featured guest articles from:

- Tim Byrne, Senior Outreach Librarian, Office of Scientific and Technical Information, U.S. Department of Energy;
- Robert Lopresti, Government Information Librarian at Western Washington University;
- Bev Godwin, Director; Federal Citizen Information Center, GSA Office of Citizen Services and Innovative Technologies;
- Marianne Mason, Federal Information Librarian from the University of Iowa Libraries; and
- Daniel Rooker, Technical Services Librarian & Depository Library Coordinator, Downey City Library (CA).

Other articles from the first two issues of FDLP Connection featured topics such as: preservation, GPO's historic shelflist, GPO's 150th anniversary, the Depository Library User Survey, and more.

Anyone can sign-up to receive future issues of FDLP Connection via email and view all previous issues on the FDLP Desktop.

Use askGPO to volunteer to contribute content or submit suggestions for how we can improve the newsletter; help make FDLP Connection a success!

GPO's Harvesting Initiative

GPO has undertaken an initiative to modernize GPO's web harvesting program. In light of the fact that 97% of all Government information is born-digital and disseminated over the Web, a robust web harvesting program is essential to GPO's mission of providing permanent public access to Government information. In FY 2011, a task force was developed to tackle this issue. As a result of that task force, GPO has entered into a one-year contract with Internet Archive's "Archive-It" Web harvesting service to harvest and host Web-based Federal agency publications within scope of the FDLP. LSCM staff will manage the process of site selection, acquisition, and cataloging, while outsourcing the actual harvesting and content hosting to Internet Archive. In the future, the Web content collection will be made accessible through an upcoming search feature on FDsys.

Web Enhancements

As part of its technology refresh strategy, the FDLP Desktop, FDLP Community site, and Ben's Guide are all scheduled for an ascetic redesign and a content management system version upgrade in FY 2012. During FY 2011, extensive research and planning was conducted based on Web standards, technologies, and

trends. Lessons learned from the research and planning will be applied to the redesign of these Web services. The redesign of the FDLP Community site is on hold in order to focus attention on the FDLP Desktop and Ben's Guide.

During FY 2011, the following work was completed toward the redesign of the FDLP Desktop and Ben's Guide:

- Created a communications brief to outline the audience, future positioning of the site, ease of usability, proper theme/mood/color palette/imagery/style, technical specifications, and functions (i.e. 508-Compliance)
- Developed a project plan with milestone targets
- Constructed a sitemap of the current sites for content mapping
- Performed a content audit to determine gaps, strengths, and weaknesses
- Devised user scenarios to identify each site's target audience, goals, and expectations
- Performed a competitive analysis on related or well-developed public Web sites
- Created flat wireframes for the aesthetic redesign
- Began design and interface development (homepage/subpages/templating) based on the wireframes

In addition, the Ben's Guide re-launch features a character redesign that involved an extensive competitive analysis of cartoon/animated characters based on successful children's and Web-based characters. This data lead to determining the appropriate illustration style and resulted in a completely new 360 degree "Ben" character rendering, series of facial expressions, and physical movement gestures. Once the "Ben" character was determined, the rest of the site features were modeled based on the character's style.

Work will continue through FY 2012 with testing and refinement on both the FDLP Desktop and Ben's Guide. Next steps include content development, content migration, site testing, and bug corrections, which will lead to the re-launch of these services.

Depository Library Spotlight

Each month, GPO sheds light on the FDLP by highlighting a different Federal depository library. The Depository Library Spotlight describes the featured library and the unique services it offers. Each month's Spotlight appears on gpo.gov and in the FDLP Connection newsletter. Listed below are the Depository Library Spotlight libraries for FY 2011.

- October 2010- Snell Library at Northwestern University; Boston, MA
- November 2010- Calvin T. Ryan Library at the University of Nebraska; Kearney, NE
- December 2010- Contra Costa County Library; Pleasant Hill, CA
- January 2011- Six State Virtual Conference
- February 2011- Trinity College Library; Hartford, CT
- March 2011- Murphy Library at the University of Wisconsin; La Crosse, WI
- April 2011- Roberts-LaForge Library at Delta State University; Cleveland, MS
- May 2011- Alaska State Court Law Library; Anchorage, AK
- June 2011- Library of Virginia; Richmond, VA
- July 2011- Middletown Thrall Library; Middletown, NY
- August 2011- Raymond H. Fogler Library at the University of Maine; Orono, ME
- September 2011- Gordon B. Olson Library at Minot State University; Minot, ND

Metrics

The following statistics reflect notable LSCM metrics for FY 2011:

- New Titles Acquired (Online & Tangible): 22,225
- Searches of the Catalog of U.S. Government Publications: 24,110,479
- Total Titles Cataloged: 21,907
- Total PURLs Created: 13,376
- Total Titles Distributed: 10,206
- Total Copies Distributed: 1,648,615
- Number of Federal Depository Libraries: 1,209

Part 3: Performance Measures/Quality Assurance

Legal Requirements and Program Regulations

In June 2011, GPO released the Legal Requirements & Program Regulations of the Federal Depository Library Program, which provides member libraries with one resource to consult for the current legal and program obligations of libraries in the FDLP.

The document is divided into three parts:

- Part I: An **Authority Statement** prefaces the document and explains the basis for the content.
- Part II: The **Legal Requirements** provides a concise summary of the legal requirements found in Title 44 U.S.C. 1901-1916 (2010).
- Part III: The **FDLP Program Regulations** lists the Superintendent of Documents' most current FDLP regulations that govern the FDLP member libraries.

This publication supersedes the FDLP Handbook (2008) and the Federal Depository Library Requirements (2009).

This publication was distributed to Federal depository libraries in paper format under:

- **Title:** Legal Requirements & Program Regulations of the Federal Depository Library Program
- **Class:** GP 3.26:L 52
- **Item Number:** 0556-C
- **Shipping List:** 2011-0339-P
- **PURL:** http://purl.fdlp.gov/GPO/gpo9182
- **CGP System Number:** 000824703 (online version); 000824252 (paper version)

Public Access Assessments (PAAs)

A Public Access Assessment (PAA) is a review by GPO staff of an individual library's Federal depository operations and services. GPO has the responsibility, pursuant to 44 U.S.C. 19, to ensure that the resources it distributes to Federal depository libraries are made accessible to the general public and that participating libraries comply with Legal Requirements and Program Regulations of the Federal Depository Library Program.

The review is intended to be supportive of each individual depository library and involves sharing of best practices and recognition of notable achievements that will help each library continue to enhance its operations and services. If needed, GPO advises how to reach greater compliance.

The PAA is organized according to the same categories found in Legal Requirements and Program Regulations of the Federal Depository Library Program. These are:

- Basics (overarching responsibilities)
- Collection Development
- Bibliographic Control
- Physical Facilities and Maintenance of the Collection
- Staffing
- Public Service
- Cooperative Efforts

In FY 2011, new PAAs took place in the following states:

- Alaska
- Arkansas
- Connecticut
- Maine
- New Jersey
- New Mexico
- North Dakota
- Vermont
- West Virginia

2011 Biennial Survey

The Biennial Survey provides GPO with important information concerning the conditions of both individual depository libraries and the FDLP as a whole. This data is used to administer the program and to assist in the assessments of the conditions and services of depository libraries. Completion of the survey is

required of all libraries participating in the FDLP.

On the very last day of FY 2011, the 2011 Biennial Survey was released and ready for completion by Federal depository coordinators. The 2011 Biennial Survey was prepared with a focus on keeping it simple, relevant, and easy to use. Multi-part questions were eliminated, and the number of questions was kept low by asking only for information that GPO intended to use.

The survey tool, which was developed by GPO staff members, was created so that Federal depository coordinators could print, save, and e-mail the survey as necessary. The tool was tested by a pilot group who provided input that was included in the final version of the survey.

The 2011 Biennial Survey consisted of 31 questions and spanned seven pages. Once completed, a copy of a library's submission was sent to the Federal depository coordinator, approving official, and up to two additional recipients. GPO strongly recommended to depositories that one of the two additional recipients be the submitting library's regional library. Depositories also had the ability to view and print their submission from the FDLP Desktop. More information on the 2011 Biennial Survey is available from the FDLP Desktop.

FDLP Users Speak: Results of the Library User Survey

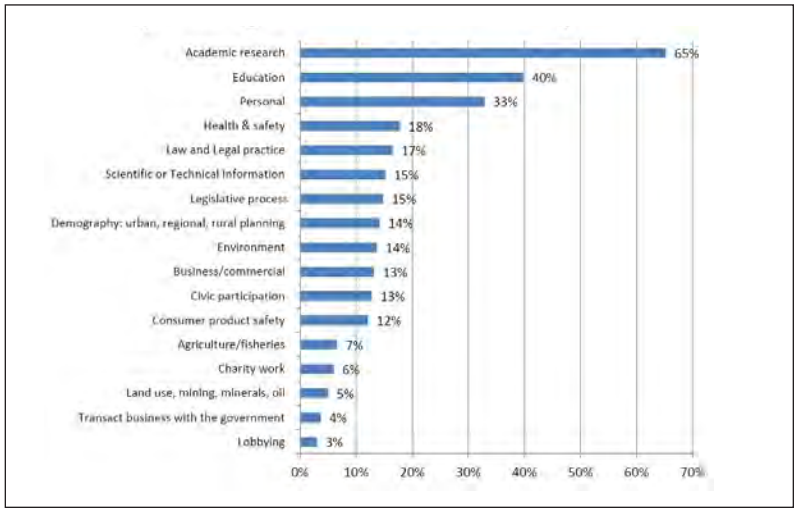
In its efforts to address the value of FDLP membership and to determine baseline outcomes-based performance measures, GPO, working with Outsell, Inc. and the Depository Library Council, developed a survey for depository library users. The survey ran from October 10, 2010 through March 4, 2011 and garnered over 3,300 responses from users of nearly 550 depository libraries, yielding a 95% confidence level ±1.7%. Submissions were well-distributed, both geographically and across different library types.

The final report, "FDLP Users Speak: The Value and Performance of Libraries Participating in the Federal Depository Library Program," conveys the overall survey results, and it compares results by library segment and by selective and regional designations.

Survey respondents were asked about the purposes for which they were accessing materials from Federal depository libraries. A series of questions followed that related outcomes in light of their objectives when using the information they retrieved.

We learned that most depository library patrons sought Government information for academic research (65%), educational (40%), or personal (33%) purposes. Figure 1 shows us that other uses for depository resources range from lobbying and legal needs to charity work and civic participation to business and scientific needs and were cited by fewer than 20% of respondents.

Figure 1: Purposes for using depository libraries, with a response base of 3,058



Use of depository libraries and Government information resulted in the following outcomes for survey respondents:

- Provided key information I needed (79%);
- Enabled me to fulfill the purpose for which I used them (75%);
- Added value to something I worked on (60%);
- Saved me time (47%);
- Enabled me to resolve a problem (45%);
- Enabled me to keep up-to-date (43%); and
- Helped me generate income (8%).

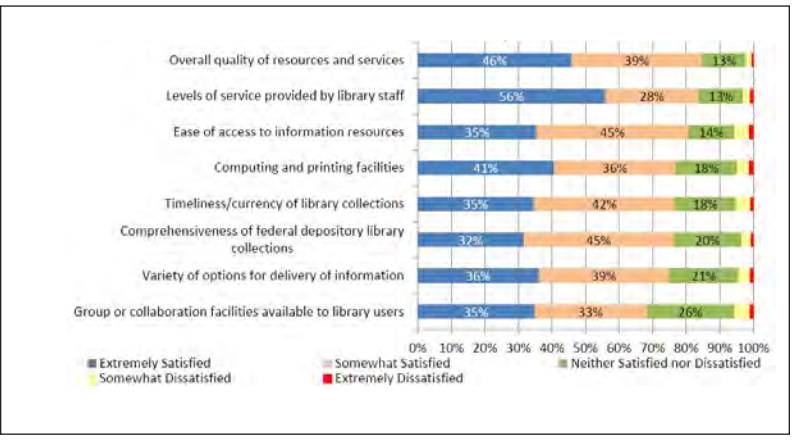
The perceived value of Federal depository resources to users is realized with their agreement/disagreement to the following statements:

- I would recommend the use of FDLP information resources to my colleagues/friends;
- I will use FDLP information resources next time I need this type of information;
- Access to FDLP information resources pointed me to the information I required;
- Access to FDLP information resources was crucial to meeting my information needs; and
- Access to FDLP information resources saved me time and/or money.

The above statements were strongly agreed to or somewhat agreed to by 87%, 87%, 86%, 81%, and 74% of respondents respectively.

In the opinion of respondents, the overall quality of depository library resources and services and of other important performance indicators is very positive (see Figure 2). Of responses, 85% were somewhat or extremely satisfied with the overall quality of resources and services and 84% were somewhat or extremely satisfied with levels of service provided by library staff.

Figure 2: Responses regarding satisfaction with the overall aspects of resources and services available through the FDLP



Data revealed the five most frequently used library services by respondents are online access to documents; the library's Web site; computers to access the Internet and Government information; the reference desk; and printing, photocopying, and scanning. The services reported to be never used by respondents are workshops conducted at off-site locations, virtual reference assistance, current awareness alerting, workshops conducted at the library, and training on searching/effective use of information resources.

While high marks were given to resources and services, respondents identified obstacles to using them. More than 50% thought FDLP content/Government information was difficult to find or not on the Web. Over 50% also couldn't find what they needed in the library's catalog. Almost 50% indicated that the information resources were not available in the format they desired. Most (60-73%, depending on the type of material) are using a combination of print and online materials; what is not known is if this is by choice or because of format availability. It should be noted that of the 13 possible barriers asked about on the survey, nine were deemed not a problem by more than 70% of the respondents.

Most-desired improvements expressed by users included more materials online (50%), online tutorials to explain Government activities (36%), and the retrospective extension of collections to include older historical materials (31%).

All Federal depository libraries can benefit from the results:

- FDLP libraries which participated in the user survey can benefit from comparing their individual results against the overall survey results (which represent a benchmark of performance nationally) in order to assess what actions they might wish to take locally.
- FDLP libraries that did not have users respond to the survey can benefit as well by knowing what the benchmarks are and how they compare to respondents as a whole.
- All FDLP libraries can benefit by adopting the survey instrument as a template (modifiable

according to particular circumstances or developments) for a continuing process of assessment of the performance and effectiveness of their individual libraries as measured against user outcomes and impacts.

Individual depository reports were developed that contain charts that compare the library's results with the aggregated results for its state or territory, library sector, and for all libraries. Any comments made by users also will be included. If a library had no respondents, their report conveys aggregated results for their state or territory and for all libraries.

GPO extends a big thank you to all the depository libraries that promoted the survey and encouraged their users' participation. Most library users reported positive experiences with Federal depositories. This is a reflection of the good work and dedication of depository library staff to keep America informed, and GPO thanks them for this as well.

Quality Control for Classification and Cataloging

In FY 2011, LSCM continued to refine its quality control processes for classification and cataloging. By means of various searches that LSCM's Library Technical Services Support unit runs on the ILS on a monthly or biweekly basis, staff members check cataloging records for issues with the item, class numbers, and the PURL. Staff members run a monthly check of records for authorities and make corrections as appropriate. Supervisors are pulling records at random on a quarterly basis and checking them at a high level of scrutiny for errors. Internal processes and forms have been developed for increasing communication among staff and peer quality checking. Additionally, GPO staff members are continuing to review and implement quality control measures identified by GPO's Cataloging Quality Control Team.

Serials Management Plan

GPO has embarked upon a serials management strategy to create a streamlined serials processing workflow to provide better intellectual control of Federal Government serials in all formats and to provide improved electronic tools for locating and accessing serial publications in the CGP.

The goals of this project are to:

- Migrate serials processing from the legacy ACSIS system to GPO's ILS;
- Enhance access to serial information at the piece or issue level and make this information available through the CGP; and
- Increase information about historic and current serial titles for the FDLP and Cataloging & Indexing programs.

This two – three year project (with over 28,000 active serial titles in the CGP) is driven by the development of new workflows and procedures. It replaces the information previously available in the printed Monthly Catalog of U.S. Government Publications, Serials Supplement.

In FY 2011, work was completed on numerous serials projects:

- Serials from GPO's historic shelflist were added to the CGP;
- Serial policy and desk instructions were created, including prediction patterns, serials check-in instructions, and an item-level description;
- 78,870 serials that were distributed to libraries were checked-in to the ILS; and
- A re-work of GPO's internal workflow to process new serials was begun.

FY 2012 will see further progress. Current and upcoming tasks include:

- Serial record clean-up;
- Continuation of the re-work of GPO's internal workflow to process new serials;

- Migration of issue-level serial information from the ACSIS legacy system; and
- Continuation of the check-in of issues in the CGP (old and new).

National Bibliographic Inventory

Efforts to further the goal of a comprehensive National Bibliographic Inventory that provides electronic cataloging information for C&I materials continued and expanded in FY 2011.

LSCM sponsored two virtual practicum students in FY 2011. Working in conjunction with a supporting librarian at a depository library with a large collection, students assisted in projects aimed at the goal of identifying fugitive documents not in the Catalog of U.S. Government Publications. One virtual practicum was conducted during the Spring 2011 semester for research to be conducted in the University of Washington Suzzallo Library. Cass Harnett was the local guide for Cathy Zegelin Wagner, iSchool student at the University of Washington. Later in the year, LSCM began sponsoring a student practicum at San Diego Public Library where Gary Klockenga is acting as the local guide for Elizabeth Soskin, MLIS candidate at San Jose State University.

GPO also attained new leads and partner libraries that are eager to help in this endeavor in FY 2011. Additionally, other efforts were initiated to further investigate resources and methods for resolving areas of known missing gaps of bibliographic materials.

RDA Compliance Project

Since early spring 2011, all staff members in LSCM's Library Technical Information Services have been making preparations for the implementation of Resource Description and Access (RDA). The cataloging team has been training in RDA via reading, webinars, tests, and training records since February 2011. The ILS interface was updated to reflect labels for the new RDA MARC fields (336, 337, and 338). Several RDA records were created in the ILS and were made available for the public to view; the Aleph system numbers for these records are 000818552 (OCLC # 728302331) and 000822999 (OCLC # 728234001). A GPO Cataloging Policy on RDA capitalization rules was also prepared and released on the FDLP Desktop.

In FY 2011, GPO continued to monitor the discussion of the Joint Steering Committee for the Development of RDA. RDA is based on Functional Requirements for Bibliographic Records (FRBR) and was released in 2010. It has undergone testing at the LOC, the National Library of Medicine, the National Agricultural Library, and at RDA National Test Partner Libraries. In July 2011 the test partner libraries concluded that they will delay implementation of RDA until January 2013, pending some improvements the JSC and partner libraries need to make to the RDA documentation and the RDA Toolkit. GPO is considering an implementation date in the late spring of 2012.

The FDLP RDA Announcement with major policy documentation appended can be found on the FDLP Desktop.

SECTION 3
LSCM'S FUTURE

Planning for the Future: Overview of FDLP State Forecasts and Action Plans

GPO has undertaken a research initiative to work collaboratively with the Federal depository library community to comprehensively document the changing needs of the FDLP and the needs of each type of library within it. As part of this initiative, a draft FDLP State Forecast questionnaire and a State Focused Action Plan template were created. The information requested in the FDLP State Forecast and State Focused Action Plan is designed to bridge gaps in our data and to provide a comprehensive picture of the issues within the FDLP community.

GPO proposed this research initiative to FDLP community members attending the fall Depository Library Council Meeting and Federal Depository Library Conference on Thursday, October 20, 2011, as part of an open-ended discussion that began this collaborative process. GPO staff members are currently refining these research tools in response to community feedback received at the conference and in phone conferences with regional Government documents coordinators and members of Ohio, Oklahoma, and Kansas GODORTs.

The FDLP State Forecast will be used to cumulatively represent the conditions of all types of FDLP libraries in a state and identify issues that libraries are facing now and in the future. It is designed to gather information concerning FDLP libraries' economic and demographic outlooks as well as information about technology use and trends, library arrangements, and more. The forecast should reflect on changes experienced by FDLP libraries in your state in the last five years and the changes you anticipate in the next five years based on these trends.

The State Focused Action Plan builds on the information identified in a State's Forecast or a depository region's State Forecasts. The State Focused Action Plan is comprised of initiatives and activities.

The initiatives should represent goals for all types of libraries in a state or depository region that are FDLP members. The activities are actions that will be taken to achieve the stated initiatives. The timeframe for implementation of the activities should be the next one to five years. The quantitative and qualitative data derived from FDLP libraries through completed FDLP State Forecast questionnaires and State Focused Action Plans will be analyzed and used to inform the creation of a proposed national plan for the Future of the FDLP.

Release of the State Forecast questionnaire and Action Plan template is anticipated in December 2011/January 2012 following successful pilot-testing with members of the Depository Library Council and the FDLP community. Libraries are asked to submit completed questionnaires and plans to GPO by June 30, 2012. As part of this collaborative endeavor, GPO opened an online forum on the FDLP Community site to continue community discussion of the State Forecast and Action Plan project. GPO staff members have been responding to comments and will be posting more updates on this project in these forums. A discussion forum was also opened to further community discussion of the creation of a Strategic Action Plan for the Future of FDLP.

More outreach efforts are planned including an online town hall meeting for regional coordinators to discuss the project, provide examples, and discuss how GPO can assist libraries in completing State Forecasts and Action Plans in January/February 2012. Virtual forums will be made available February – April 2012 to help FDLP members meet and create State Forecasts and State Focused Action Plans. The preliminary findings from this study will be presented at the fall 2012 Depository Library Council Meeting and Federal Depository Library Conference.

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