



Building a Library Services System (LSS)

A How to Guide

**Anthony D. Smith
and Lisa Russell
October 20, 2015**



Vision

Design and implement a suite of automated tools and services that will streamline the interaction of three unique and important roles: GPO, depository libraries, and the general public with the Federal Depository Library Program (FDLP)



Objectives

The Library Services System (LSS) will enable Library Services & Content Management (LSCM) to improve its organizational workflow and business processes while leveraging new technology features and functionality to enhance library acquisitions, cataloging, record distribution, federated searching, indexing operations and other relevant activities.

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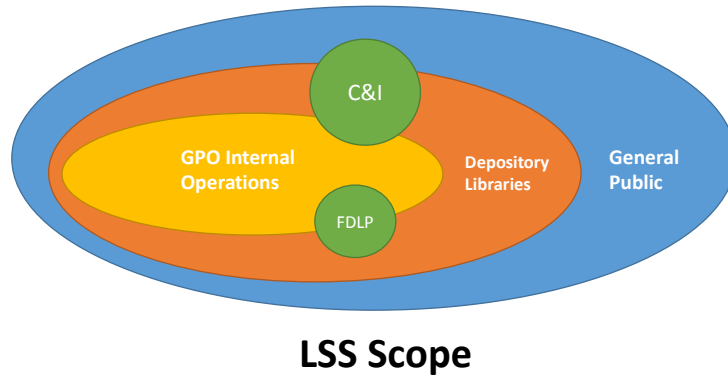
Characteristics

- Agile Strategy
- Systems Integration
- User-centered Design

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The Concept



Program Management Team

Darryl Walker
Manager, Library Systems

Lisa Russell
LSS Program Manager



Definitions

Project: A temporary endeavor undertaken to create a unique product, service, or result.

Program: A group of related projects, subprojects, and program activities managed in a coordinated way to obtain benefits not available from managing them individually.

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Library Service System Program

A group of LSCM systems projects managed in a coordinated way to develop a cohesive system solution in support of LSCM programs.

Current Library Service System (LSS) projects:

- Needs and Offers
- Dissemination Management System (DMS)
- Others to come

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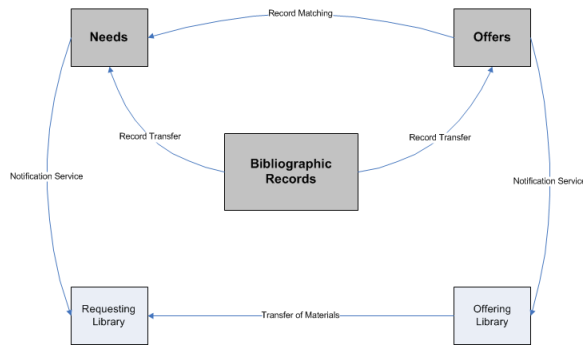
Needs and Offers Tool

- Revamped requirements
 - Scaled back initial development
 - Consulted ASERL tool developers
- Contract awarded September 2015
- Currently in discovery phase
- Target completion for discovery phase December 2015
- Development timeline will be determined through the discovery phase



Needs and Offers Tool

Needs & Offers 2.0 Tool for Disposition of Materials in FDLs
Draft Proposed Workflow Diagram





Dissemination Management System (DMS) Features

- Maintain records on
 - Item numbers
 - SuDoc stems
 - Library item selections
 - Library shipping addresses
 - Piece-level brief bibliographic information
- Generate
 - List of Classes data files
 - UNION-L file



Dissemination Management System (DMS) Timeline

- Developing requirements documentation
- Request for Information (RFI) to be issued soon
- Request for Proposals (RFP) will be issued to solicit bids
- Contract will be awarded
- Discovery Phase
- Development Phase
- System Launch

Depository Library Council Meeting & Federal Depository Library Conference
 GPO & FDLP | **A Rich History, Vibrant Future**
 October 19 - 21, 2015 | Arlington, Virginia

Web Services

Google Analytics

Fdlp.gov	January 2015
BensGuide.gpo.gov	April 2015
Registry.fdlp.gov	July 2015
Catalog.gpo.gov	May 2015

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GPO Login

FDLP
 Federal Depository Library Program

COLLECTION TOOL

Depository Library

Three days of knowledge, in page for more information.

- Traffic has been steady
- Most Visited Pages:
 - Top Level Content
 - Webtech Notes, Shipping Lists, and Claims
- 94% Desktop/Laptop vs 6% Mobile Devices
- Referrals:
 - Direct link – 33%
 - Google Search – 27%
 - News Alerts

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GPO Login

FDLP
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COLLECTION TOOLS

Depository Library

Three days of knowledge, in page for more information.

Geography

District of Columbia	11%
Texas	7%
California	6%
New York	5%
Illinois	4%

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GPO ABOUT THIS SITE LEGAL FEEDBACK

HOME GOVERNMENT AND GPO LIBRARIES WELCOME TO BEN'S GUIDE U.S. GOVERNMENT LEARNING ADVENTURES! BUDGET CARES

LET'S GO ON A LEARNING ADVENTURE!

Clear Correlation to School Year

Visits

Month	Visits
April/May	~65,000
Summer	~25,000
September	~95,000

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80% Desktop/Laptop vs 20% Mobile Devices

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Geography

Texas – 8%	NY Metro – 7%
California – 8%	Atlanta – 4%
New York – 6%	Los Angeles – 4%
Florida – 6%	Wash D.C. – 3%
Phoenix – 2%	
NYC – 2%	
Suwanee, GA – 1%	
Houston – 1%	
Los Angeles - .8%	

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Educational Games

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Catalog of U.S. Government Publications

New Additions: The Catalog of U.S. Government Publications (CGP) & Related Service Enhancements

Patricia Duplantis
 Wed 11:40 – 12:00, Jackson Room

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PARTICIPATORY WORK-PRACTICE STUDY OF FEDERAL DEPOSITORY LIBRARIES

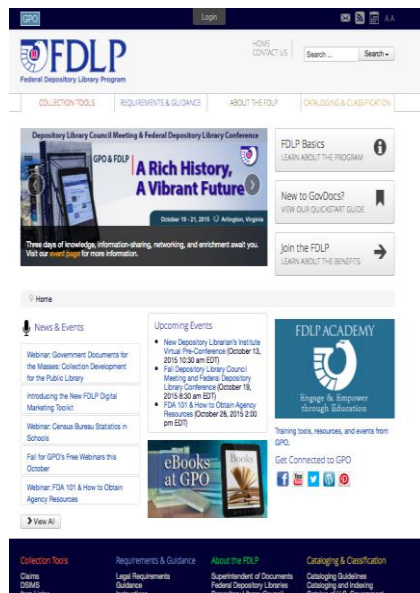
NANCY FRIED FOSTER



*October 20, 2015
Federal Depository Library Conference*

1. Project overview
2. Work-practice study and participatory design
3. Project methods
4. Timeline
5. Participation
6. Benefits

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CATALOG OF U.S. GOVERNMENT PUBLICATIONS

Welcome to the Catalog of U.S. Government Publications (GPO). The COP 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. Users can search by authoring agency, title, subject, and general key word, or click on "Advanced Search" for more options.

The catalog offers you the option to find a nearby [Federal Depository Library](#) that has a particular publication or that can provide expert assistance in finding and using related U.S. government information. Click on the title of interest from your search results list. Then click on the Locate in a Library link within the displayed record.

Also by our federated search engine [Metalib](#) to retrieve reports, articles and citations by simultaneously searching across multiple U.S. Federal Government databases.

To search and for information about Government eBooks, please click the eBooks banner:



Please click [here](#) to view all current Government eBooks in the COP. For help information, please see the [COP Help page](#).

[Preferences](#) - [Advanced Search](#) - [FDLP Sign In](#)

Example: wildlife "environmental impact statement" NOT draft

Keywords

[Help](#) - [About](#)

[Government Information Locator Service \(GILS\) Archive Zip File](#)

A service of the Superintendent of Documents, U.S. Government Publishing Office.

[Scholar](#)
Full for GPO's Free Webinars this October
Webinar: FDA 101 & How to Obtain Agency Resources
[View All](#)

[FDLP Basics](#)
LEARN ABOUT THE PROGRAM

[New to GovDocs?](#)
VIEW OUR QUICKSTART GUIDE

[Join the FDLP](#)
LEARN ABOUT THE BENEFITS

[FDLP ACADEMY](#)
Engage & Empower through Education

Training tools, resources, and events from GPO.
Get Connected to GPO

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Federal Depository Library Program

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Depository Selection Information Management System (DSIMS)

Details
Last updated: February 28, 2014
Published: October 10, 2012

Depository libraries receive Federal publications through the Federal Depository Library Program (FDLP). Libraries select Federal publications that they wish to receive based on the needs of their community.

Consult your library's collection development policy for information about how your library meets the Federal information needs of your community.

Libraries can view a list of all Federal publications that are available for selection using the List of Classes.

Use the Depository Selection Information Management System (DSIMS) to view and manage your library's item selection profile.

Access Your Library's Item Selection Profile

- Log into DSIMS to access your library's item selection profile.
- Use your library number and GPO-issued "email password" to log in.

For information on how to use DSIMS, consult the [DSIMS Manual \(1.7K MB\)](#).

Approximately 1,800 new item numbers were created (100 KB) as a result of the DSIMS search. Libraries are encouraged to review these new item numbers and evaluate their selection profile accordingly.

Dropping Publications

Depositories may stop receiving publications at any time by dropping the item number from their library item selection profile. Libraries will stop receiving the dropped publications within one week. Claims cannot be made to dropped publications.

Adding Publications

Depositories can now add publications at any time using DSIMS; however, except of the newly-added publication is based on format.

- Online (EU) publications are added immediately.
- Single publications are processed on October 1 of each year. Libraries will receive the publications on shipping lists for the new fiscal year.

Rules and Best Practices for Adding and Dropping Publications

When adding and dropping item numbers, remember the following:

- Libraries cannot drop item numbers 0066-C and 1004-E. Publications distributed under these item numbers are sent to all depository libraries.
- Libraries are encouraged to add online (EU) versions of publications to their profiles.

The image shows a screenshot of two web interfaces. On the left is the 'CATALOG OF U.S. GOVERNMENT PUBLICATIONS' website, which includes a search bar, navigation links, and introductory text about the Catalog of U.S. Government Publications (COP). On the right is the 'FDLP Federal Depository Library Program' website, specifically the 'Depository Selection Information Management System (DSIMS)'. This interface includes a search bar, navigation links, and detailed information about the DSIMS, including a 'Details' section with dates and a 'Depository Libraries' section explaining the selection process. A central window shows a 'Preferences' dialog box with various settings for search and display options.

I T H A K A

ITHAKA is a not-for-profit organization that helps the academic community use digital technologies to preserve the scholarly record and to advance research and teaching in sustainable ways.



JSTOR is a not-for-profit digital library of academic journals, books, and primary sources.




Ithaka S+R is a not-for-profit research and consulting service that helps academic, cultural, and publishing communities thrive in the digital environment.



PORTICO

Portico is a not-for-profit preservation service for digital publications, including electronic journals, books, and historical collections.

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Browse/Search

Search:

Search

[Browse All/Search](#)

Institutional Collections

Anthropology Department The department of Anthropology at the University of Rochester specializes in this aspect of humanity...

Art & Art History Department Materials from the faculty and students in the Department of Art and Art History.

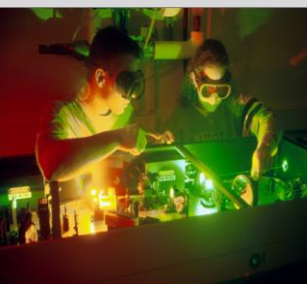
Biology Department The Biology Department at the University of Rochester provides faculty, postdoctoral fellows, Ph.D. ...

Biomedical Engineering Department The mission of the Department of Biomedical Engineering at the University of Rochester is to create ...

Brain & Cognitive Sciences Members of the Department of Brain and Cognitive Sciences study how we see and hear, move, learn and...

Center for Visual Science (CVS) This collection will house occasional papers from members of the Center for Visual Science...

Images




< Previous Next >

Researchers

[Browse All/Search](#)

Nancy Fried Foster
Currently conducting work-practice study, participatory design, anthropology of work; serving as co-...

Robert J. Foster
social theory, nationalism, globalization, mass consumption, mass media, commodity networks, materia...

 **irplus**
Institutional Repository Software

Project Home Downloads Wiki Issues Source Export to GitHub

READ-ONLY: This project has been archived. For more information see [this post](#).

Summary People

Project Information

[Project feeds](#)

Code license
[Apache License 2.0](#)

Labels
InstitutionalRepository, CollaborativeAuthoring, Publishing, Library

Members
[notes...@gmail.com](#)
[2 committers](#)

Featured

Downloads
[ir_plus-2.2.zip](#)
[Show all »](#)

Wiki pages
[MainPage](#)
[Show all »](#)

Links

External links
[IR Plus In Action](#)

IR+ Institutional Repository

This project has been exported to github: [Github IR+](#)

IR+ is an institutional repository software project. It is a fully featured digital repository management solution and manage. Its goals are to meet the needs of any organization that needs to author, publish and present.

A way for Administration to have a:

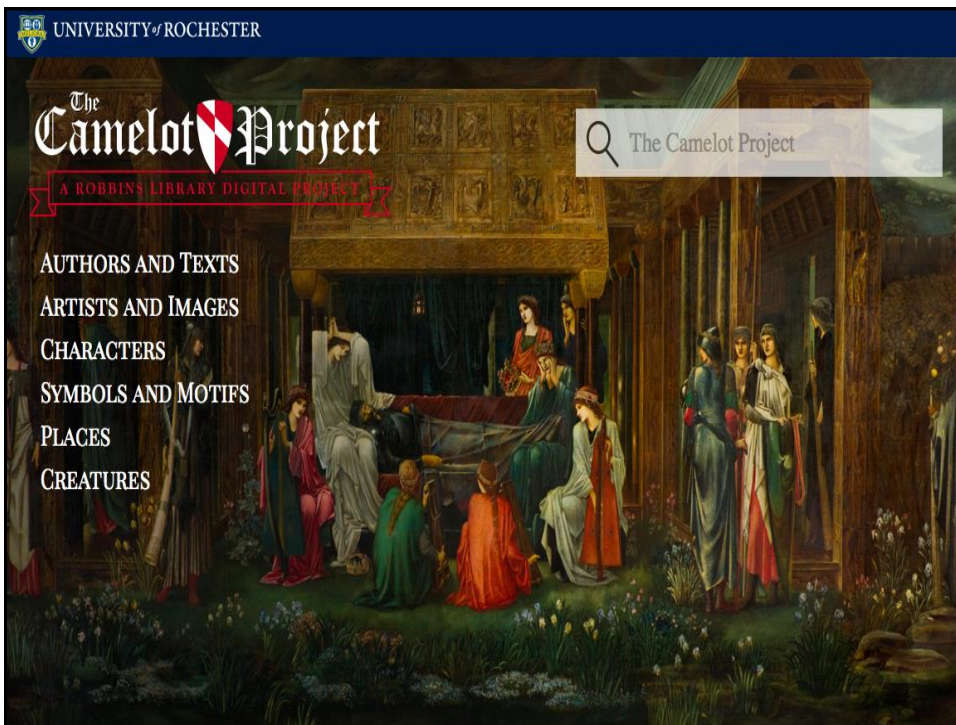
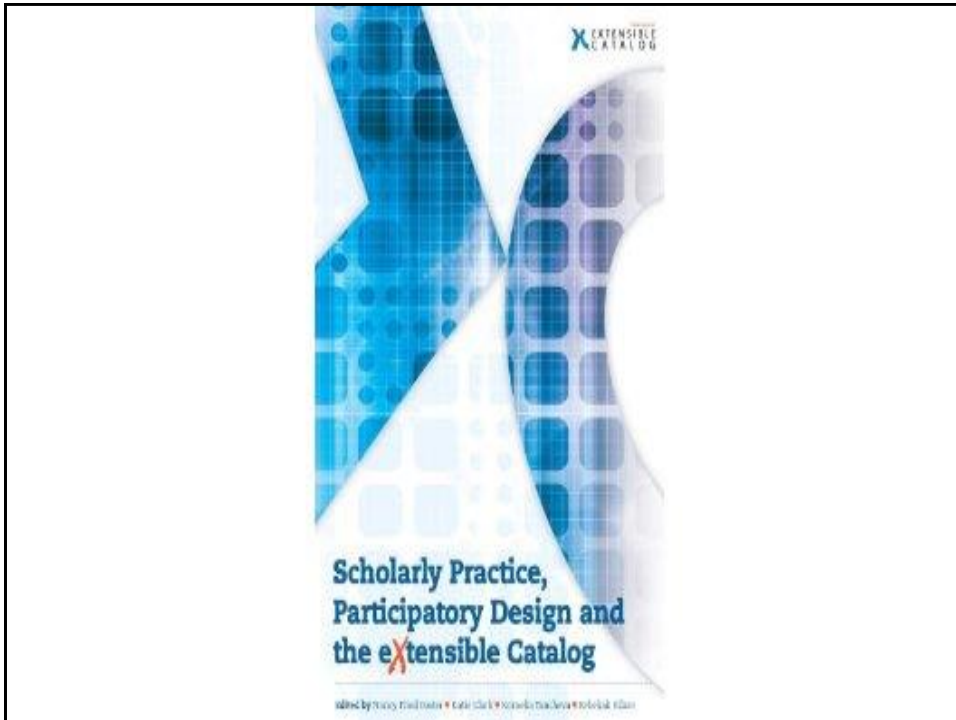
- Cost effective solution to meet their open access goals
- Way to show that the repository is providing a return on their investment
- Solution that supports not only organizational but also user needs
- Repository system that users want to use rather than being forced or mandated to use

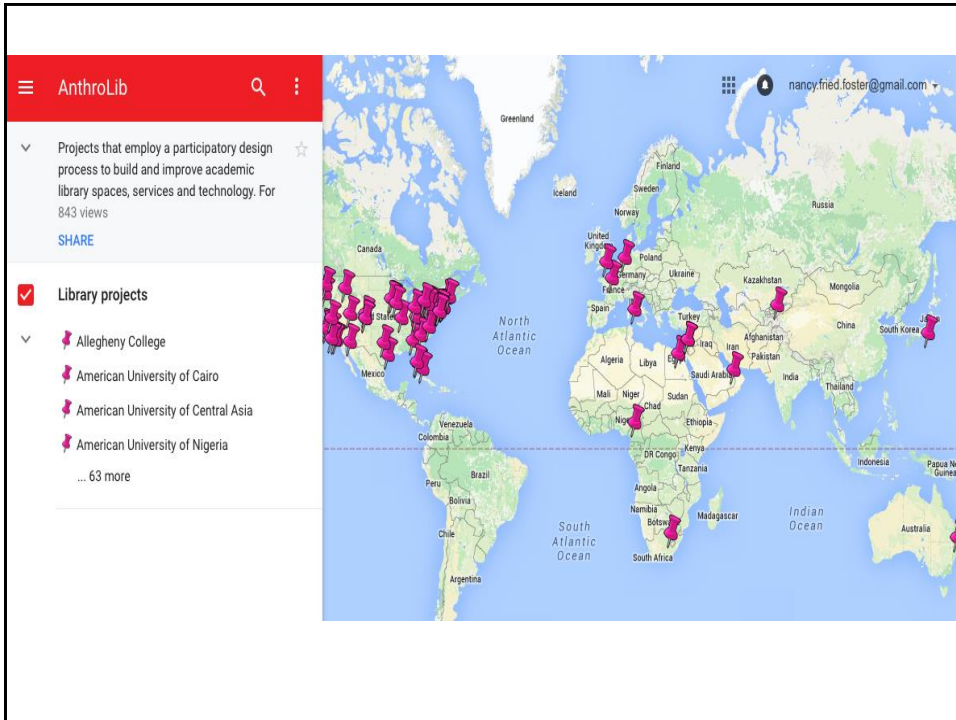
A way for Authoring Users/Faculty/Researchers to:

- Effectively reach colleagues and get recognized for their work
- Have a workspace where they can author, collaborate, and track versions of their documents
- Have control over their information and publications
- Easily create a web presence without having to use HTML or FTP
- Be able to analyze the global use of their publications and work

Highlights of the software:
[Quick overview of highlights](#)

Manuals:





GPO PROJECT OBJECTIVES (1)

Support development and implementation of a holistic system of information life cycle services and thereby increase public access to US federal government information

GPO PROJECT OBJECTIVES (2)

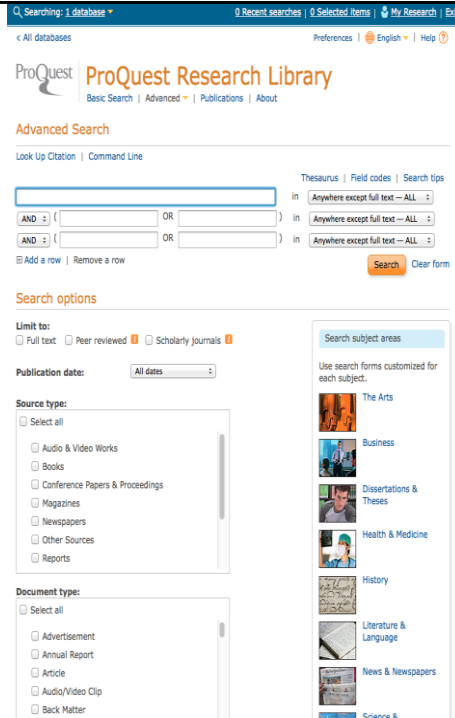
Specifically, develop qualitative requirements from field research in FDLP libraries on:

- Trends and variations in routine practices and technologies
- Current successful practices
- Obstacles and workarounds as indicators of technology uses and needs
- Work-practice needs that remain unmet by current GPO systems

1. Project overview
2. **Work-practice study and participatory design**
3. Project Methods
4. Timeline
5. Participation
6. Benefits

TRADITIONAL DESIGN

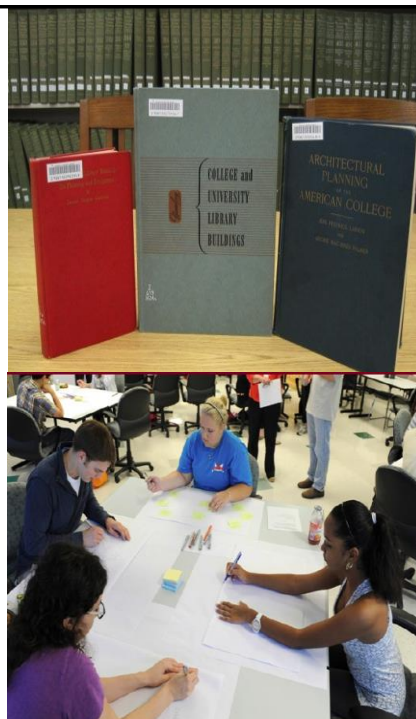
- Traditional experts: software architects, designers, technicians
- Problem: may base decisions on untested assumptions
- Omitted: people who will use the software



PARTICIPATORY DESIGN

Departs from traditional design

- Expertise more varied
- Includes the people who will use the software
- Process is front-loaded with research

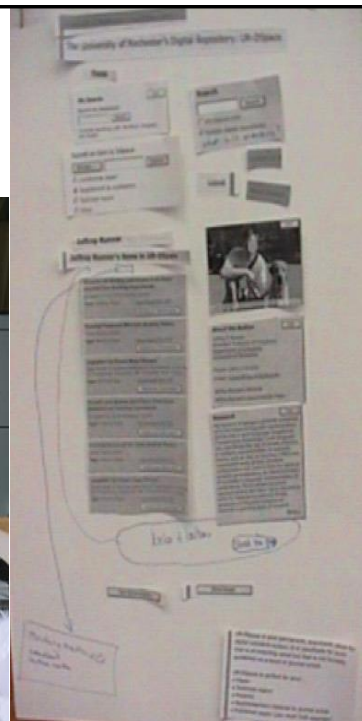


WORK- PRACTICE STUDY

Focus on people in the
workplace

- How they understand their work goals
- How they do their tasks
- What they do when they get stuck

PARTICIPATION



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METHODS OVERVIEW (PHASES)

- Assess landscape and select sites
- Gather data
- Refine concepts

METHODS

Remote data gathering (24 sites)

- Telephone interviews (45 min)

On-site data gathering (10 to 12 sites)

- General observations
- Workplace interviews
- Work-practice studies

Design workshop

- Depiction of improved system interface based on prototypes

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TIMELINE (1)

Task 1: Preparation and Project Management

- Develop project management plan
- Review documents
- Constitute project team

Task 2: Site Selection

- Develop criteria for selecting phone interview sites
- Conduct phone interviews with individuals at 24 depository libraries
- Submit brief written report
- Select 10 to 12 sites for ethnographic studies

Task 3: Federal Depository Library Work-Practice Studies

- Conduct two-day visits to 10 to 12 individual sites (Ithaca S+R) for observations, interviews, work-practice studies
- Shadowing in Washington, DC area (GPO team members)

TIMELINE (2)

Task 4: Analysis and Interpretation of Data

- Analyze and interpret data collected at sites and prepare preliminary report (Ithaca S+R)
- Develop product concepts (Ithaca S+R and GPO team)
- Create prototypes (FDLP technical staff)

Task 5: Design Workshop

- Train GPO team
- Conduct workshop with 24 FDLP participants using prototypes
- Analyze artifacts

Task 6: Final Report of Findings

- Produce and present a final report of findings (Ithaca S+R)

Task 7: Follow-up Activities

- As indicated



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PARTICIPATION

1. Phone interviews: 24 libraries, about 45 minutes for one person or less for two
2. On-site studies: 12 libraries, up to 4 people, up to 2 or 3 hours
3. Design workshop: 20 FDLP reps, one hour
4. Project team: extensive time commitment, meetings and tasks

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6. **Benefits**

BENEFITS

1. Engagement of librarians and technical people across the Program
2. Full on-site work context
3. Informational basis for concept building, decision making, and implementation... instead of untested assumptions
4. Improved likelihood of success (increases in access, improvements in work process)

DISCUSSION



Do you think your institution might be interested in participating in the work-practice study?

Contact:

Lisa Russell

LSS Program Manager

lrussell@gpo.gov