U.S. GOVERNMENT PUBLISHING OFFICE (GPO), LIBRARY SERVICES SYSTEM (LSS) UPDATE

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Library Services System (LSS) continues its work to establish a state-of-the-art technology platform to support the Federal Depository Library Program (FDLP). The goal of this effort has been to develop deep knowledge of the program user and what it means for service delivery and design. In order to accomplish this goal, the Government Publishing Office (GPO) contracted an ethnographer to conduct a participatory work-practice study of the Federal Depository Library Program (FDLP) in order to develop qualitative requirements for the new Library Services System. Dr. Nancy Foster, well known for her ethnographic work within the library community, visited depository libraries to conduct observations, structured interviews, work-practice studies (scrutiny of video-recorded work tasks), and a user-centered design workshop, all to enhance our understanding of how to design systems that best support the way library staff work. Most of this work was performed at 12 depository libraries, geographically dispersed throughout the United States. This group of libraries volunteered a significant portion of staff time to this effort, and GPO would like to express deep gratitude for their contributions to this important work. We also must extend a hearty thank you to those that volunteered their time to participate in the design workshop in Orlando last summer. It was an intense day of work in Orlando, yielding a wealth of valuable input from the depository librarians who participated. The work is now complete and a summary report will be made available on fdlp.gov this month. The next phase of work will be to finalize the LSS Concept of Operations documentation and begin development activities.

One of the initial development efforts of the LSS suite of services is the national *needs and offers* tool known as the FDLP *eXchange.* This new application offers a streamlined, automated service to help depository libraries more easily manage the disposition process of government documents, following the prescribed FDLP guidelines.

FDLP eXchange
(Available in June)
A new application created just for the FDLP that automates the Needs and Offers process, allowing libraries to digitally list, review, request, and process offers and needs.

FDLP eXchange underwent beta testing by a group of regional and selective libraries this past fall. The design team incorporated feedback provided by the test

group and will implement some of the recommended modifications/enhancements in the **live release, which is currently scheduled for late May/early June.**

Behind the scenes, LSCM has been working to enhance the hardware and software hosting architecture to better support the technology platform's ability to respond more rapidly to change, when it is needed. In 2016, GPO moved the Catalog of Government Publications (CGP), MetaLib, and the Federal Depository Library Directory (FDLD) to Amazon Web Services (AWS). The move to AWS establishes a robust platform that provides improved performance for users across these sites during peak traffic times, giving faster search results and content downloads.

In 2017, LSCM plans to continue the work of developing a state-of-the-art technology platform by relocating additional public-facing services to a cloud platform, to better support scalability and enhanced performance. Two priorities that were amplified by the study include modernization of the CGP as well as the Depository Selection Information Management System (DSIMS). LSCM will be exploring modernization options for the CGP including web-scale discovery services. The LSS program planning team has also begun

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to outline the functional requirements to support a next-generation DSIMS service. Project planning is in the early stages for both, and we hope to have more insight regarding the timeline in the coming weeks. GPO is also planning to modernize askGPO, which will include improved services to help better serve the needs of depository libraries. This "behind-the-scenes" enhancement of the service will allow GPO to better respond and communicate depository library needs as they arise.

Technology can be an enabler, but can also stand in the way of efficient processes if the implementation does not carefully consider the end-user. Part of GPO's vision is ongoing transformation to a digital information platform. To help achieve this, the agency has established a goal of implementing processes and procedures that develop an internal organizational culture in which exceptional service, delivery and customer satisfaction are encouraged and rewarded. The LSS development strategy is well-grounded in these principles and is measuring success by its understanding of process and its ability to respond with effective solutions.

GPO