

Please stand by for realtime captions. [Captioner is on hold, waiting for event to begin.]

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Hello everyone good afternoon welcome to FDLP Academy webinar, training for depository library, my name is Laura Flint, and we have Ashley on tech support, and Shauna Brian before we get started I will walk you through housekeeping items if you have any comments please feel free to chat in the chat box located at the bottom of the screen, we will have Q&A session at the bottom of the session we will email a link to everyone who has registered in the email. If anyone needs additional certificates, because multiple people watch the webinar with you please email FDL P outreach. While Shawn is sharing his screen in the webinar, if you need to review, click on chat and also use the drop-down option at the far right of the menu to adjust your view so that the fullscreen takes up the full monitor. Finally at the end of the session we will be sharing his satisfaction survey with you we will let you know when the survey will be available and when it is in the chat box slightly different from those that are in the survey, it is really helpful if you can fill it out, we appreciate the feedback on this.

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Let's begin. We are talking about the GPO website, I will give you a little background on this. The ask GPO website, many of you have probably used it more than once, public website that is library services and GPO and other GPO business units anyone at all can go to the askGPO website, and ask the staff to answer. We get these in from Federal Depository Libraries , or a catalog that needs to be alerted or questions from the bookstore, or those who are using the site or just the general public it is time for an update and refresh of the existing update, removing here, and moving to a source back in, through August 10. US the user will see an updated website with new ways to submit questions and a new way to directory entry, and also on the web form, you will now submit through this site instead of through FDLP.gov for a visual the current website it is what the new website will look like it is a lot webinar, we will talk about navigating the homepage reviewing inquiries you have already submitted or passed inquiries, and how to submit web forms, how to submit login request form, that will be something else at your library also a login to the website so that you can look it passed inquiries, and also plenty of times where question. With that we will show you the site. Thank you John. Thank you Laura.

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I appreciate that. The new website and what this looks like, we will share the screen and what the front and looks like. I just wanted to make sure before we get started here if you see my screen?

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Yes we see it.

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This would be the page you see when you come to ask GPO.gov. That would be the new URL it does not reflect the actual one, if you have the old askGPO site bookmarked you will be navigated to the current one. This is not authenticated this is what a public user would see as they come to askGPO.gov, you can click on the login button, over here, and you don't need to login to be able to look at some of the important GPO links we have on the side of the trending articles, these are FAQs, and access to the same FAQs available for members of the public as well as FDL. And if you click on FAQs, you can see FAQs here, type in Spanish, click enter. And this is non-authenticated, and I couldn't see the same information here. Let's actually talk about once authenticated at the FDLP location he will give a login, and a user password can be substituted let's go ahead and login, I will be Shauna Brian FDL with the University of Idaho, or on this end I will show you my Shawn FDL hat with Idaho, and we will show you the backend of those inquiries. Enter your username and password, then click login to askGPO. Once you are logged in, it looks pretty -- Sorry. It looks pretty similar to the non-authenticated site, and you notice we have more tabs across the top. Not only FAQs submitted inquiry, but I have a few other ones. So Shawn with Idaho University, I logged in, I was the coordinator, if I needed any subsequent request, let's talk about that in a few. You can see this is similar an important, this FAQ here, you can see the same access I had

before. And I can look here come the return results are here under the articles. Anything that has the word free in it. So that is the frequent asked questions. To navigate submitting inquiry, I also have these that ask where you are, or submit an inquiry, that is the same place as it is authenticated. I will click this tile if I submit an inquiry, this will take me to the next page. This customer type is filled out, and it shows authenticated Shauna University of Idaho, my library number is 0135, and all of this information is filled out here. That is because I authenticated very leery, and easy for you by filling out an inquiry, selecting the category for inquiry and what that's about. I have a general question about info closing. Can you provide? As Shawn Idaho FDLP, I say a document I need I can upload it, and I click on I'm not a robot and click submit, it is already here and has my information ago. I say thank you for contacting GPO, and then the reference number of the inquiry, which is 40924. This inquiry number, is highlighted in blue. If I click on it it will take me to submitted inquiry, we will get there in one second, but I just wanted to show you how we navigate directly by clicking the link. I'm taken to the record of submitting this inquiry, the status is new, I see the inquiry number. The subject, the question I asked. The date and time opened, and when it's closed, and obviously , it is not closed yet. The answer will be provided here, and you will also get an email with the answer in it as well. There are four statuses we have, and it is not been worked on yet, statuses open and currently worked on a member of the staff the third status would be pending or under review. Which means that we need more information from you, and whenever there is pending or under review status, and email would be sent saying under review, we will reach out with more information if more information is needed, you will see the information course after the inquiry has been closed. To be able to see all of your inquiries, clip on this tab. The my inquiries tab right here. If you click on these rows at the top, you are able to sort them basically by the last closed or the first closed, meaning who is working on it or by the status . I have a few inquiries here. Some are open summer new summer close. If I click on a closed one I should see an answer and the date and time it has been closed and the person who worked on it. Looking back at inquiries, I can see the statuses closed, and the what the answer is to the question or the original inquiry and what it was, and then the the date and time it was closed. Let's go look at the backend, at my inquiries. And show you how they stay in touch with you, and help they can give you answers to your inquiries, these are the answers, about this closing, can you provide this info?

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Now I will put on my GPO hat, now at the backend of ask GPO. I get the information about FDLP, and the accounts or the locations in increase, I will go to the My Inquiries tab, based on these questions, I can see immediately the one coming in here, is new. Shawn O'Brien from the Idaho library is the one who asked. Now I could see the general question that is what Shawn Idaho library, his working on it -- Okay Shawn with Idaho library let me ask specific questions okay Shawn Idaho will you just like the link, or would you need more info? As Trenton, I want to reach out to Shawn Idaho, couple things have happened on the front end, I'm putting on my FDL hat Shawn Idaho, if I click on the inquiry I can see that statuses reflected and that order has changed somebody is working on it. I want to go into my email I'm still Shawn O'Brien of FDL , do you want the link or do you want more info? As Shawn Idaho I will respond to Shawn of GPO -- I will hit send, and it's easy is that, reply to the email, and a reference number going back to the inquiry, then I will go back to the hat of Shawn at GPO hat. I am looking at it, and I can see I sent out an email to Shawn Idaho, and I got a new email in. If I'm also waiting for the email, I don't have to wait for it, I can see in my inbox as Shawn at GPO, saying a new email has been received. I just needed the link I couldn't find it please and thank you. I know as GPO staff if I click this button it will directly take me to the backend and in this email area, I will click on this. Waiting for Shawn at Idaho to get back to me, he certainly did, I just need the link I couldn't find it, let's just go ahead and send Shawn the link.

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At this point we can close the inquiry, on the backend, they have a response for .and who --.Info with closing. If they wanted to write something custom they could. Click on next. We can see that the case has been closed successfully. Now I will take off my Shawn at GPO again, now being Shawn Idaho now for little well. Now let's see how GPO has resolved my inquiry. I've logged in. I have also seen at the backend, I have an email, I could see a closed, now please visit GPS website, etc., and I have an email that tells me the answer. I also logging in as Shawn Idaho, I can click on my inquiries, and I can be the inquiry I asked earlier today five minutes ago, has been closed, and let's just go find out what the answer was. I click on inquiry, I could see I originally this question, and was asked originally with this answer, and I can easily go into click on the link and navigate to the information I need.

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Still as Shawn FDL Idaho, to have this capable ability, if you want to see all of these with all of this info filled out, as a coordinator, we will give everyone a login as a coordinator in the beginning and we will send you usernames and logins, after this the coordinators have been sent the login, and they can actually request for anyone subsequent, a fellow employee, they can request a subsequent login. What we want to do request login. As the coordinator, I can say okay I want my friend at University of Idaho library, James Smith at 224, at University of Idaho,.edu. James Smith Street address. It differs from the one at the University of Idaho. That is Moscow. Moscow Idaho. I forget the coastal code. About that post a cold is. -- You do get the general idea, you name the person who needs the login, it captures who you are, you are submitting the form and authenticating, and then you click I'm not a robot and submit, I will show you how it's handled here in a second. You will receive an email response with what to do and when it comes to this. Inquiries, I will show you this weekly, on the backend, as Shawn GPO user, I can see Jane Smith being requested, the email here, the person requested, Shawn at Idaho University, I can certainly do this by saying information on Shawn, I can call or I approve or reject, upon approval Jane Smith will be sent an email, to this address and login just like the coordinator. That is the request to login as the FDLP appears. I still have Shawn O'Brien coordinator at Idaho library, say I have to change something in the directory. Previously you would go to the FDL directory, I believe FDL.gov/direct three, and you can search for the information there, now it is done within the portal by logging in. By clicking onto my Federal Depository library, I can see my account information here, as a coordinator I have an edit button. Other people who have logged in and who are not the coordinator they will be able to see it but not update, to update please contact your coordinator. If I click edit, I can edit any information about the University of library, or my FDL location. You could see the pencil here next to the field. This will show you the fields that can be edited. There is a bunch of information here, and we added information from the previous post Tori library directory. This is all the information you can update, we have POC, staff information. Etc. When I click the edit button as a coordinator, I'm able to see which fields to edit, some are not editable. If you see blanks, they are editable. After editing the field click save. You will see it changes and reflects it down here in the correct section there we go. That is the Federal Depository Library Directory, you can also see files associated which is my designation paperwork, and you can see the files here that have been added to click here, and look at the designation paperwork associated to your FDL location. Let's talk about web forms. You have all of these across the top. We talk about frequent asked questions, and submitting inquiry, and after submission requesting logins, and those FDL's that would like subsequent logins other than the coordinator, and the library, then we will talk about the web, you can additional links here in the drop-down. If you have claims, this will look similar to the claim request form existing on FDL.gov. Some of your information is already filled out, it knows since you have authenticated obviously the shipping number, the claim, the comments here certified, and then I'm not a robot, and submit. The request form now lives here in the deposit GPO. Next the award request form. You can see the difference in certificates, and you can choose which ones to select. You will see the FDL number already populated, and same with the library name, and your

contact information. You will want to include shipping address where the award is going and click on robot question I'm not a robot, and submit.

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If you would like to schedule a visit, you can click on this. This form is used for training as well as previously mentioned, you have these which are pre-populated based on the authentication, you can choose training and what kind of visit you would like from the bottom part here. Click submit and then it will go to the backend for the GPO team to process. Next is the preservation request form, this request form once again, you can see it is filled out already and pre-populated, subject, direction care, disaster, other, type your message here. I'm not a robot, then submit.

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Very similar to the other ones. The request form, if you want to partner with GPO, you can fill out the form. And of course it varies based on what you want to do based on the general partnership inquiry, and guidelines. In the other. Clicking on I'm not a robot to submit. We will see that on the backend by the GPO staff. The next thing we want to talk about is library for him. You will be taken to a form with the library name and the address state and zip coordinator information support, then access authorization. Once you are done click I am not a robot and submit. We walked through all of the web forms, and submitting inquiries, requesting a login, etc. Now let's look at searching for an inquiry. This one was close recently, and about.gov info, let's look for the info and search. Let's see what has returned there. Now I want information about the article or I want to see my inquiry, first there is an article, if you scroll down there is any inquiry associated to this search. Some of these are about this guv info, which we closed today. I can sort by relevance, time or date opened. Which I sorted out here. You can see it is sorted by time and date opened. I can go back here, and I can also filter down on the left side, and I just want to see my inquiry have 100 I've asked, so I just don't want to click here, I just want to see my increase on the left side, shelter down. And I have this here. It only shows you the inquiries, what if I wanted to do it from a date and time open? I only want to do it from that date and time open, date closed 1026. I would say that's not in the last seven days. Let's show only a couple of them. The only one that has .gov info INET, and last seven days, that is an inquiry, is this one here. Which we just closed on. We talk about search within the site, and submitting an inquiry requesting a login. And we went through all of the web forms here. Now basically it brings me to the end of the demo presentation. I'm happy to turn it over to Laura, questions about anything, or if she would like more information, would be happy to do so.

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Thank you Shawn one question so far. If the information comes to your email also, why do you need to go into my inquiries? You may have answered it when you show the search, my answer to that, Shawn you can provide your answer too, basically if you're not a good email sorter , it is another place. You saw there were some powerful searches there, and perhaps you can easily find an inquiry within the site, it is a black up -- Backup place. And especially if you have a lot of increase, if you prefer to track it, since you receive those emails you could do that.

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I don't know about you I get 100 emails per day, sorting through the ones I'm sure I can write down on a piece paper, the ones that have the inquiry number on their 4094, and then -- 40924, then finding it in the inbox. It's back-and-forth then I get other emails I have a one-stop to be able to look at my inquiries I've asked for in the past, the search asks and makes it easier. If you create a username and login with requesting one with your coordinator, what it does with GPO, it organizes things on the backend, if I go to University of Idaho, once again putting on my backend user hat, I can see all of these inquiries that have been associated including the one I've just asked, including the one about guv info, -- GOV info .

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You can see the contact, Shawn at University of Idaho, there is been 20 items and he has asked for 20 items here. Associated if I go in I can and see all the ones associated to the University of Idaho which is a few more than 20. I click on new, I can see University of Idaho has 26, six have been opened by other people other than Shawn and Ryan, on the backend it makes it easier to keep all of this data referenced along with this data on the front-end, he keeps it easy in one place. And you don't have to go searching for an answer through your email inbox.

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A couple more questions. Are all the drop-down forms going to be the same category, or will those be changed at all?

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I'm happy to report they will be change, my personal opinion far too many categories used before. We hope we name these a little better and it is a fair now amount a number, and it is direct, you will identify with the question depository library program, then the categories that pertain to that.

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Exactly.

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These are the categories that we have condensed down into them ones that make sense for the FDL. What you don't have our other categories from other types of customers. These are pertaining to FDL, if I switch my customer type to public or other, then I have these five, these five don't exist on FDL, if I switch it to federal agency, these, then commercial vendors, of these 2, etc. and etc.. It is best if you have this long info, and you can see this type of customer, it really reduces the amount of categories that we have pertinent to you as the type of customer as the federal department in the federal depository library.

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Will these inquiries be populated on the new site?

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They will not.

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Do we have other questions?

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Does anybody need to see anything that Shawn showed again? Okay not seen any new questions, I will give it another couple minutes. Just chat those questions in, and I want to make sure to mention, on the training repository website we have made a site for asked GPO training we have repeated the session twice one of the other sessions and a recording of that will be up on the website and we will also have on the website short videos that are tasked based. Tutorial videos for you. You can watch a five minute recording on how to do a specific thing at the new site.

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You will have short videos, a recording of this longer session and the user manual with screenshots and documentations about the new system on the site as well. When might this new system released? August 10 is when this new site will launch.

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The new site launch will be Monday, August 10, truly by the end of the day. Friday August seventh. We will be in full swing by the 10th. Feel free to submit new inquiries on the seventh of August.

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Thank you Shawn don't be startled if you go to the site and it looks different. I did post a link to the training site I just talked about, that has all of the materials gathered together for you. Will our old FDLP login and password work on the new site?

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No, it will be a different login, we will take the names and emails of all the depository coordinators in the directory, in the Federal Depository Library Directory and send you login information and confidential credentials for the new site. Taking a look at that information on the directory and Paris -- Please update all the information so that the correct information is in the login.

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This site doesn't relate to or doesn't interact at all. This is a new site, it is our own login.

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Any other questions?

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We may get you out of here earlier than anticipated, I will ask Ashley to close the link on the survey. Okay so Ashley will post the link to the survey, at any time if you have any questions on this site, please contact us FDLP outreach at GPO.gov, the phone 212-512-1119 you can also contact me directly I just put information into the chat box as well. We understand it might take a little time to get used to it, we are expecting and looking forward to lots of questions and feedback as well. Is there a limit of number logins per institution?

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No.

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What will happen, outreach staff like me will be approving those requests as you see, if I notice the institution comes in with the 15th request I might call you up to say what is going on? Do you really have 15 people working on the government -- In the government?

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Ashley has the survey link.

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Yes Holly, a recording will be posted you will get the link emailed to you since you registered to the webinar. Will the new username and password be needed for the referral tool? Your guys here are calling us out. For the Pearl tool, you use your standard FDLP login, for this tool you use a different one. We do recognize and we hope someday our dream is to have a single login for all of you, but we are not there yet. Yes so hopefully that was clear. The Pearl referral tool uses a different login. Yes Ashley is pointing out additional information about logins per some tools have to have a login for each library and another one for each staff person.

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Is there anything else that we need to talk about? Answer, for you or show? All right. Thank you very much for coming today, thank you Shawn for an excellent demonstration, you have our information you know how to reach us if you have any questions. We hope to see you again soon at another FDLP Academy webinar, thank you everyone. [Captioner Standing By]