

## LSCM Update - Transcript

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Thanks, Alicia. Okay, hey everyone. This is now the next session. It is the library services and content management update. We have a lot of information to cover. Just a reminder for those of you that weren't in on the presentation before, there are handouts in the handouts section about the exchange and about the LSCM update. We have limited time here so each of us listed, my colleagues will only provide you with brief updates on many of the key priority projects. We have put some additional information in the LSCM handout and there is always information on [FDLP.gov](https://www.fdlp.gov). So, let me get started here. I will give you a brief update. I want to talk a little bit about the GPO safe program to give you an idea of where we are returning and what has been going on. As Mr. Hugh Halpern mentioned, a lot of the main operations in GPO and those that work in the plant and do the printing and digital work for the have returned and are almost there 100% so they are doing bills and CFR in the programs and a lot of things going on and doing stuff for agency customers. Those are the main people that are back in the building working 24 hours a day. Okay? There are some LSCM staff and many have been back since July first but they are working on a modified schedule with three weeks but it is a very limited and staggered schedule. Just in general, we have 33% of our staff at GPO in 1700 have received one vaccination or two vaccinations depending on which vaccine may have been getting. More and more people are being vaccinated throughout GPO and it just started a week or two ago. We have a 24 hour health unit that are now providing -- we have some vaccination clinics going on so we are vaccinating our own staff at GPO so that is a positive thing. A lot of the other offices like human capital and customer service and LSCM, there are a lot of folks that are still teleworking and doing it full time. The key thing that Mr. Hugh Halpern wants to do is to get most of our congressional staff and folks that do things for the help plus folks that do your passports and all of the work that we do for the State Department, those are the key priority folks to come back into the building. We are doing a modified return to work schedule in LSCM based on the different office needs and we are working on that now. We are working on a plan but we are still maintaining flexible telework schedules. Most of our staff are teleworking from six a.m. until 11 p.m. so we have a wide range of schedules and some of our staff are working on Saturdays as well. I wanted you to be aware on how we are working on that. I also want to talk a little bit more about the change with the Biden administration and what that means for LSCM. These are the oversight committees and these are the folks that are now looking at the title 44 reform proposals. They will be reviewing the budget requests and approving our major projects for the FY 22 projects and budget. They may be proposing budget hearings related to GPO and title 44 in the work of GPO. Sometimes, they pose questions about what we are doing and what project updates. These are the changes in committee and the people that will give us oversight on a regular basis. On joint committee, it has formed with the chair and Ronnie Davis has been a longtime folk that has been interested on committees related to the work of GPO. They do have some history and background in the house demonstration with Zoe Lofgren and Ronnie Davis. The Senate rules are Amy Klobuchar and Roy Blunt. Many of these folks have been involved in do know a fair amount about the FDLP and the SuDoc programs and things of importance. We are glad to have them on these committees and will work with them on a regular basis. I also want to give you a little bit of background about something we have been working on. We asked the community for your feedback on a lot of different item issues and policies and we really wanted to make that a little bit more formal. We have put together some new FDLP pages and we are monitoring and allowing you to go in when things are open with a period of comments. We put out a news alert and put stuff on [FDLP.gov](https://www.fdlp.gov) to remind you that we are looking for comments on specific proposals and policies and procedures. Now, we will remind you when something is closed or has been extended. The most recent one that we are asking for your comments is a draft policy on regional depository libraries and

selections and the deadline is May 16th. I wanted you to know that we put this together and here is what this page looks like. It gives you background about where we are looking for comments and what the topic is and where you can get a link and what the deadline is. There is a submission form and more information about what we are asking for. There is also a notice. When this comment period closes, we have close comment. You can track when things are open or closed for, so you will have a better way to track these activities. You can also go back and there'll be a summary of all the comments we received on these pages as well once I gets collated. Cindy will talk a little bit more about the detailed comments and how that is working in a couple of minutes down in our FDLP update. So, that is a new feature. I also wanted to tell you a little bit about our FDLP COVID support services that was April first. There is access to the recording. We have a lot of people that are interested in this webinar and we talked about signage and materials handling and the whole process of claims and shipments and how that has worked out with all the different Academy webinars and some of the guidance. There is lots of information on FDLP.gov related to COVID stuff. So, with that, I will turn it over to Kate and she will highlight some of the things that are going on with F DSS and I will monitor the chat for comments at the end. Kate, take it over.

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Okay, hello everyone. Let me just get my slides in order. Hello, I am Kate Picher and I'm a part of the support services. It is a pleasure to give our update on the work of our unit. Some of us might know was formally as outward support. I want to know if you have any questions for me and I will not be monitoring the chat but I will definitely go back through and I can answer any questions after my portion of the update. Let me just give you -- for those of you that are new to FDLP, if anyone it out there is new, there are seven librarians to provide an array of different support services to the over 1115 federal libraries. Our team members provide consultations with libraries and staff in training and educational programming and then you have the attendees at many of the FDLP Academy webinars. We do visits with normal times and I am looking forward to those on-site visits when we are able to get together post COVID or post vaccines. We also do surveys and assessments most notably including the survey. Guidance and best practices and finally an array of different training and user supports such as FDLP exchange and other tools. So, the first update I will give you is on FDLP Academy and since 2012, the goal has been to support the education and training needs of the community in advance U.S. government information literacy. So far, you will notice that we had over 30 different webinars and webcasts and had over 2000 attendees at our webinars. We are pretty happy with the attendance. We are getting lots of feedback and comments which we are always grateful for. I would also like to mention that the last fall conference had a record-breaking crowd of participants with a total of 893 unique attendees so it was well received. Recordings of our webinars and webcasts as well as the training repositories, I would also like to highlight a few of our resources through the Academy which include a Trento events calendar which shows related registration information and information about events and conferences and to those that are interested in volunteering on a topic. We are always looking for webinar hosts so please let us know if you are interested. I would also like to let the community know that during the second half of the fiscal year, we will issue the RFP for the next generation platforms to support the Academy and our educational and training programming. So, more to come on that. Next up, I would like your attention. We have a survey and this is well known to most of you but to those of you that may be new to the community, this is the means by which libraries report their conditions to GPO. It is administered in the on number years and response is required. We are responsible for administering the survey and data from the surveys to minister the FDLP with new trends and services. What I would like to mention is that we are working on preparing questions at this time and look for more information. We are hoping to have a preliminary set of questions for coordinators during the summer so that you can preview what will be asked of you when the survey is released in the fall. Related to the survey, this past February, we released our inaugural state of the

FDLP. May recognize that the survey does not tell the entire story of the operation but in many cases, it is quantitative and gives a lot of quantitative data appear Kwei wanted to try to convey a broader picture of what the conditions are like. We put together the first state of the FDLP. This first report was based not only on the survey results but also on observations for staff during our different interactions with personnel and that first issuance covers January first of 2018 until the end of 2019. You can find it on FDLP.gov. So, in preparation for the second FDLP, that will cover January first, 2020 through December 31st, 2021. We have a working group at GPO that is planning and starting to collect data appear look for more information about this along with the survey information. Okay, probably what you all have been waiting for, I saw things in the chat about shipments. This may or may not address some of the questions but if you have any questions, put them in the chat and we will address them as they come in after the update. Staff at the Maryland warehouse, you can see in the picture and the slide that we had an enormous backlog. GPO it suspended shipments during the pandemic related closures and our distribution team worked really hard and there was reduced capacity at approximately 1300 boxes of material waiting to be distributed during the pandemic period. Libraries have reopened and shipments have restarted. We have shipped over 80% of the entries but not everything and right now they have fewer than 200 boxes remaining. Our micro she fender has some pandemic related closures and delays and this led to approximately a six months delay but caught up on about 75% of those orders. They are hoping to be caught up within the next few months. More than half of our distribution teammates have received their COVID vaccine or are scheduled to do that soon. They expect to be able to have a new normal schedule this summer pending the implementation of the GPO guidelines that Laurie mentioned. Related to that, I wanted to give a couple of steps and we have heard from over 1000 of the libraries that were able to resume shipments of some sort and that is 90% of FDLP at this point. The other additional item, just update you is that the claims request form is now within the ask GPO customer portal. Finally related to shipments, just to let you know we are trying to keep communication with all of the libraries and our team members have tried to reach out to every library whether it be through a phone call or email. To find out how everyone is doing and see if you are reopened or what the operational status is. One of the things that helps us out is to make sure you have your directory information up-to-date which is one last reminder to log into your account and make changes if there have been any changes in staffing or situations. Speaking of ask GPO, this new customer service portal went live last August and every library has an account with tools for assisting staff and managing things. It also serves for a have for all of your historic inquiries and contact in library information and anniversary forms and training requests and of course, the communication hub. We are also working to continue adding features enhancement. Some of the newest ones include request forms for shipping and unreported publications and pushing updates on a nightly basis to keep things updated. A few things that we will be working on to add include looking at adding a survey tool and that in the future, we are looking at a document management component so additional resources can be available to LSCM. As always, a reminder that if you need training, there are references available through the FDLP Academy. There is an upcoming live webinar on May 18th for those interested. Another quick reminder with one of the most popular resources, we have had a lot of traffic and fibers continue to contribute and suggest new resources and so we continue to see increased usage and a lot of our high usage was during last spring when most of the community was forced into new work patterns. This has come in handy for a lot of libraries. Just to point out that there are several guides available specific to COVID-19 and have several available for libraries. The last update, I will give a quick run through with the FDLP exchange. The first slide gives an overview of some of the activity since October of 2019 in this first line shows the number of offers that have been posted in libraries and regions participating in exchange. For those of you that are new to the FDLP community, there is automatic workflow for the process. It provides functionality for uploading customized offers and spreadsheets and allows information and tries to match the different libraries and provides notifications. There are a number of different training

resources available if you are interested. I would also like to have another plug as we do provide training upon request. I can help with any user support issues you may have. Finally, this just shows you sort of a snapshot of the number of needs that have been posted and the numbers of regions participating. Just one quick update on future development, it was originally launched in June of 2018 and it has evolved in new features are necessary to improve the functionality and usability for all of FDLP. We do have an additional development plan to improve the existing functionality and add additional features based on all of your feedback and propose funding. Works are underway to have a contract. There are three things that I want to note that could be a particular interest. The first one includes enhancement for processing which would add a bulk processing option for status changes in them for marking offers and requesting them. It would allow them to have interest materials and then in enhancement for visibility information making it easier to see which libraries are in the drop-down menu. We have some nice enhancements coming along. If you want more information, the handout is available in the conference slide section. I will ask you to go and take a look at that handout. That is my section. Thank you and I will pass this along to the chief of library technical services.

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Thank you, Kate. Let me advance this slide. Good afternoon, everyone. This is Fang and I would like to provide you with updates on activities of library technical services, LTS. I will cover these topics. Throughout the pandemic, LTS has been able to maintain all critical functions of the lifecycle management of government applications including the processing of tangible publications and remain productive. This chart shows from April last year through February of this year, GPO staff added 17,175 new records through the CDP of which 85% contained full tax publications with 19% of the total being serious titles and logging partnerships. 90% is for brief records. That is an increase from the previous year's new acquisitions and about 1600 of these acquisitions are online COVID-19 related complications. We have made it easier than ever for federal agencies to fulfill their statutory mandate to submit publications by incorporating it into the ask GPO system. We have seen a 77% increase in submission in the first half of FY 21 compared to the same period the last year. RT has hired and provided training for two new librarians this year. This is the first cohort of the technical services librarians to be trained entirely using a virtual learning environment. Our collection development completed a thorough review of the inventory of the historic publications and confirmed acquisition priorities with the collection development working group that addressed collection development guidelines beyond current initiatives to support a national collection. Our technical librarians continue to have outreach efforts with the tribal college libraries that historically black colleges and universities. LTS staff members have been hard at work and have carried out our operations without any major loss of productivity. I am sure many of you have heard about BIBFRAME. Our councilmember mentioned this earlier. BIBFRAME is the Bayville graphic work frame implemented by the library of Congress. BIBFRAME provides us a new way to represent an exchange data which is provided by the mark format. This is significant for the library community since the library has been using this format since the 1960s and it is a world wide library scheme. This was initiated in 2012 and was implemented in phases starting with those working in BIBFRAME and Mark. They hope to have 100% of them use the BIBFRAME system this year. We tested BIBFRAME with documents and met with LC in November of 2020 to start planning our collaboration. For this project, we will test the BIBFRAME editor and have records and vice versa. There will be a new version coming out in the near future. We will plan to set up an instance to test it. There is also a sample of our baby object records and convert them to the format. We will review the converted records and do analysis. We will share test results with the community when they are ready. Steady progress has been made in cataloguing our partners content. Due to kind time constraints, I will only touch on part of this. There are thousands of digitized historical legal reports in the law library of Congress is digitizing the reports while GPO is looking at the online reports. We have completed the third batch of records for the 237 law library of congress legal reports. The date from 1999 to 2015 with more than 15 nations

from around the world are represented. We are working on the third batch of 250 reports. Many of you probably know that GPO has been cataloguing the report since 2018 and as of yesterday, LCS staff have cataloged about 7000 separate unique reports. This is almost 80% of all reports available and we will continue to catalog newly published reports as they become available. In collaboration with the Colorado school and technical report archive, GPO has cataloged a total of 629 digitized publications in the national advisory committee for the technical series and also in collaboration, we have a total of 2165 online publications in the water resource investigation series. Now, let's switch gears. We continue to prepare for adoption of redesigned and restructured cataloguing structures and access. This is resulted from aligning RDA with library reference models and the outcome of implementation. We are awaiting additional guidance from the program before implementing the standard. PCC will not implement the new toolkit before July of 2022. We will continue to use the current toolkit and plan for the adoption of the new RDA toolkit. We will begin exploring the new policy statement from LC and PCC once this is added to the new to quit with an eye towards application to government documents. Since October of 2020, our staff have attended several external webinars as shown on this slide and also continue our internal program with staff members presenting on complex new topics and creating posters to have new tall normal enology. GPO implements the new RDA and records for the CGP so stay tuned. Last but not least, while you continue to update our documentation such as cataloging guidelines, I want to mention the working group. They are standardizing and obtaining all documentation related to resources. Their work is populated with the standard operating procedure and covers not only holy records and item record subscription records and predictions and what is in the holding level data and what is applied and we hope that general information will be helpful to the Federal depository libraries as a reference for their own continued resources and workflows. We will make practices accessible to the community through the website and this is all I have to share with you today so thank you very much for your attention. I will turn it over to Suzanne now. Thanks

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I am the supervisory analyst and I'm pleased to share just a few updates on the things currently underway in projects and systems. First is the pilot project development and pilot project will be a collaborative effort to address gaps or needs in the FDLP services to develop solutions. We are building off the data gathered and lessons learned with the pre-pilot that was collected in the Library of Virginia and University of Maryland. The framework support and implementation of pilot project is to be conducted in collaboration with the FDLP community. This includes the development of detailed workflows for each stage of the projects in the development of templates and standing pilot projects review team. The announcement of two pilot projects and opportunities are planned for the summer and fall of 2021 so be on the lookout for those. The amount of content is also continuing to grow but for the last five years, governmental extended from 1.3 to 2 million content packages. Notable addition so far includes two historic Department of Energy publications from our partner at Boise State University, release of 10 additional years of bill status data from the 108th and 112 congresses. Final report for the committee on modernization of Congress, women in Congress 1917 to 2020 e-book. The 2020 United States policy in supporting positions, the Senate manual for the 117th Congress and congressional directory in the Constitution analysis and interpretation 2020 supplement. Finally, the United States courts continues to grow and represents 145 Appellate District in bankruptcy courts. I hope that you are interested in supporting the national collection on the digitization needs. If you are, take a look at the needs list web guide to see if there's anything in your collection that we might need. Another way to support is to contribute digitize content. If you're interested in becoming a contributor, please reach out to me. The collaborative effort between GPO and the law library of Congress to digitize and make accessible volumes is ongoing. The initial public release is scheduled for fall of 2021. The release will include volumes from the 69th Congress as well as volumes from the 19th century. Just keep in mind that it will take several years to complete the project. The law library of congress is continuing to digitize

volumes and deliver the second set of content in February. The team is focused on metadata creations and seeking replacement volumes in the development of the gov info collection. We are creating and updating records for each document or report in the digitize volumes. In addition to creation of records, we are editing the metadata to reflect information for the issues that are contained within that volume. We have the initial design review and have begun development. If you are awaiting your set collection, take a look at that list I mentioned I look for more information on the collection as we get closer to public release in the fall. LSCM continues to harvest websites to advance the collection development efforts. We increased the size of the web archive collection to over 30.6 terabytes with over two 34 million URLs. There are now 211 website collections available on the web archive and 264 records available through the CGP. New contract support staff started in December and we are getting back up to speed to consider new collections again. We just renewed the archive to have another eight terabytes of data for the next year. The harvest is well underway being conducted by the Internet archives and to date they have 50 million URIs and 50 terabytes of data. Ellis CM is a partner in this project and provides the Internet archive with harvested web content. There is a link on the slide to access full tech searching of the archive. There are numerous planned enhancements for the integrated library system in FY 21. Performance and security improvements are being made and Ellis CM is working on revising and updating which will include short tutorials. Configuration updates are being implemented. Significant progress has been made with the modernization project. Since the contract is awarded, the web content team has worked on the following, a discovery process that examined and compared the requirements with the current website. This allowed the team to clarify requirements with contractors and refine them as needed. The development instance was implemented and is being used to create new functionality and perform testing. The team is working through sprints and each Sprint represents a build of certain requirements and functionality. GPO performs user acceptance testing in that Sprint. The next step the team is undertaking is to open the development site to internal testing. The office of archival management has made three enhancements to the usage reports related to referrer information. Is a website or tool used when the end user clicked in the referrer might be a library subject guide web domain. Referrer information is optional information conveyed by the users network. When provided, referrer information can illustrate where they can find pearls looking for digital information. Knowledge of what web sorry or tool may help the digital collections development. The first enhancement can be found after logging into the usage report tool and clicking on that tab. There is now a third at-large monthly report available. They detail the name of the website or tool used and not all networks have information when it is available. Libraries can be in the upper right-hand corner base on the website and the web domain. The second enhancement can be found in the library report dashboard tab. Patterns can now be saved for libraries referred tools and websites which is in addition to the outbound network host names and IP addresses. From these patterns, Pearl usage reports are available to download. Finally, libraries that have saved patterns will also note any referrer field and when referrer information is conveyed by the network, that report Orfield will be automatically populated. I will now turn the presentation over to Cindy.

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Thanks, Suzanne. For some reason, I am not showing up here. There we go. Okay. I have all of two minutes to get through this so let me tell you that these are very preliminary results from the feedback that we got on the title 44 legislative proposals. We had sent out a news alert January 28th where we opened up comments for the proposals that GPO had submitted last year. We close the comment period on March 21st after we had extended the deadline at one time. So, very preliminary. This is the top three responses for the first couple of questions and was provisions did you like best and which did you like least? Some people gave a section number and what part they liked or did not like. Some gave us text and I went into the proposal and mapped that to get some of the figures for today's tally. The top three that were liked best was the establishment of the national collection of public information in

section 1917 bring over cataloging and access services which brought cataloging to chapter 17 into chapter 19 and renaming it. It expands the functions and services of that area. Section 1912 also responded that they like that. This was the section that has the information with designation functions being shared in the proposal and for the disposal publications. An example of a comment that was liked for this is that in the cataloging and access services, someone mentioned that they liked having the legislative proposal and the fact that we would exchange cataloging records and that we would provide references. That is one example of that and people indicated that they liked having the shared responsibilities for publications and being able to share across state lines. The things that were liked least, a couple of top findings here in section 1905, it appears not to allow digital only depository libraries and that certainly was not our intent. We will look at that closely because that appeared more often than we would have liked. 1912, we get the opposite viewpoint with the involvement of disposition and indicating they did not like that. Section 1901 where the term fugitive was defined and indicated that they one of the use of the alternative term. We are no longer using those documents but have been using publications for a little while now and of course when we go back, we will look at any changes we want to make to the proposal and that will be one of them. So, who provided comments to us? We had 20 submissions. This also included a letter from the research libraries and they sent a letter to the Superintendent of documents and also put the content of that letter into the free text box in the submission form. Not surprisingly, the people that indicated they were eight depository coordinator or regional depository coordinator received the most were provided the most submissions. Three indicated that they were general public users and I was pleased to see that. We had a couple that indicated nonprofit organizations and some solutions as well. I was also glad to see that there were a couple of administrators that provided comments on the proposed legislation as well. We had a couple of librarians and a few that indicated other. Laurie mentioned this a little bit ago about the record of public comments and there is the request comment and this will be a record, a continuing record of all the comments we have received. This is what it looks like for the legislative proposal. You can see the comments received coming soon and still formatting all of that to make it available for what it will be. For more information, there is a revisions page and you can get to it from the projects page or the URL here. Next, I will continue to look at the responses and delve into those questions that had free text submissions that would need to be coded in a way that we can analyze the data. Look for more stuff about this in the future and I hope that this has wet your appetite a little bit and you are anxious to see the rest. With that, I will turn it over to Laurie.