



ASKGPO FEDERAL DEPOSITORY LIBRARY  
PROGRAM (FDLP)  
USER TRAINING GUIDE

Release 1.6

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## Salesforce Community Login

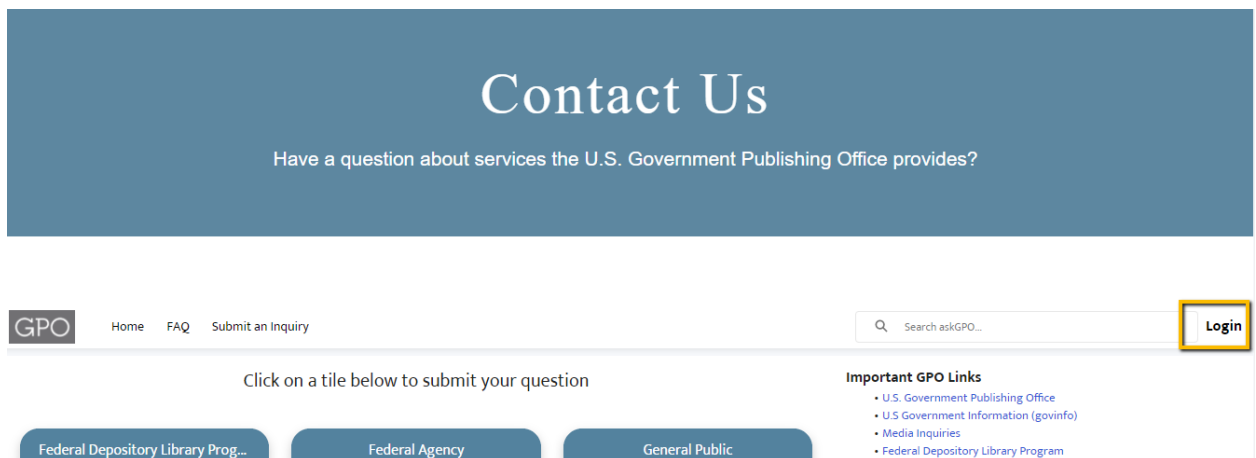
The askGPO webpage and community login will be used by Federal Depository Library Program staff to submit inquiries, check the status of inquiries, submit webforms and request additional login credentials for team members.

The designated depository coordinator will also be able to edit the Federal Depository Library Directory (FDLD) entry for their library.

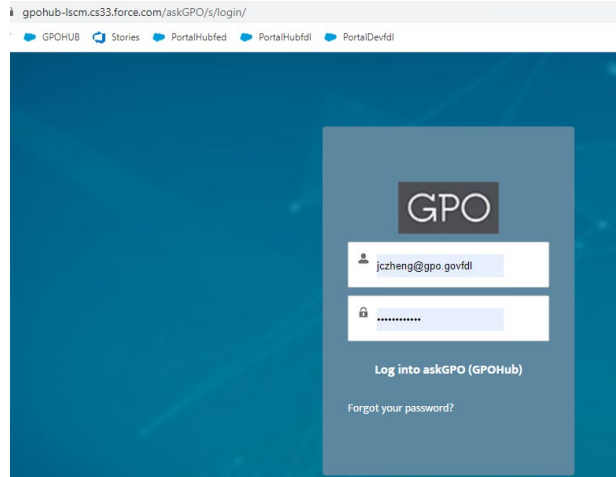
- Searching the FDLD will still be done through <https://catalog.gpo.gov/fdlpdir/FDLPdir.jsp>

The benefit of authenticating with a login is that you will be able to view all your past submitted inquiries, and information on many forms will be populated automatically.

Access the askGPO Community webpage at <https://ask.gpo.gov>. If necessary, click the login button from the right hand corner:



Alternatively, use this link to enter your credentials directly. Enter your user name and password and click on “Log into askGPO”: <https://usgpo.force.com/askGPO/s/login/>



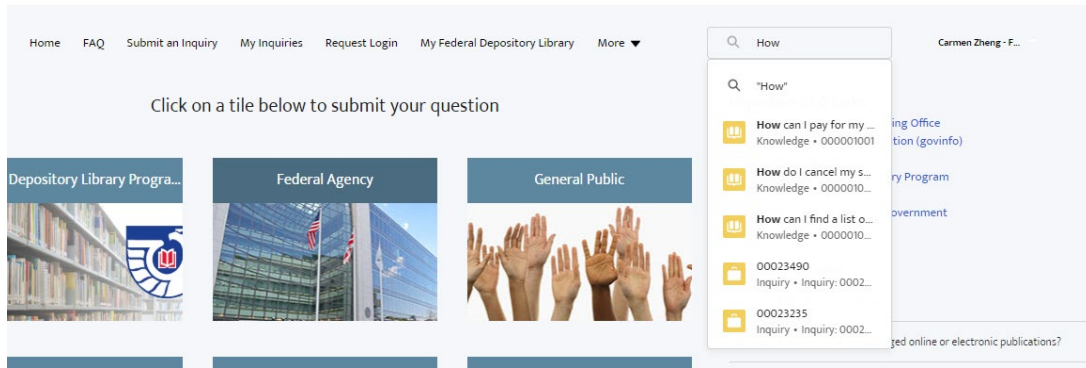
## Community Navigation

Once logged into the community as an authenticated user, the home page will be displayed as below. Some of the features of the webpage include:

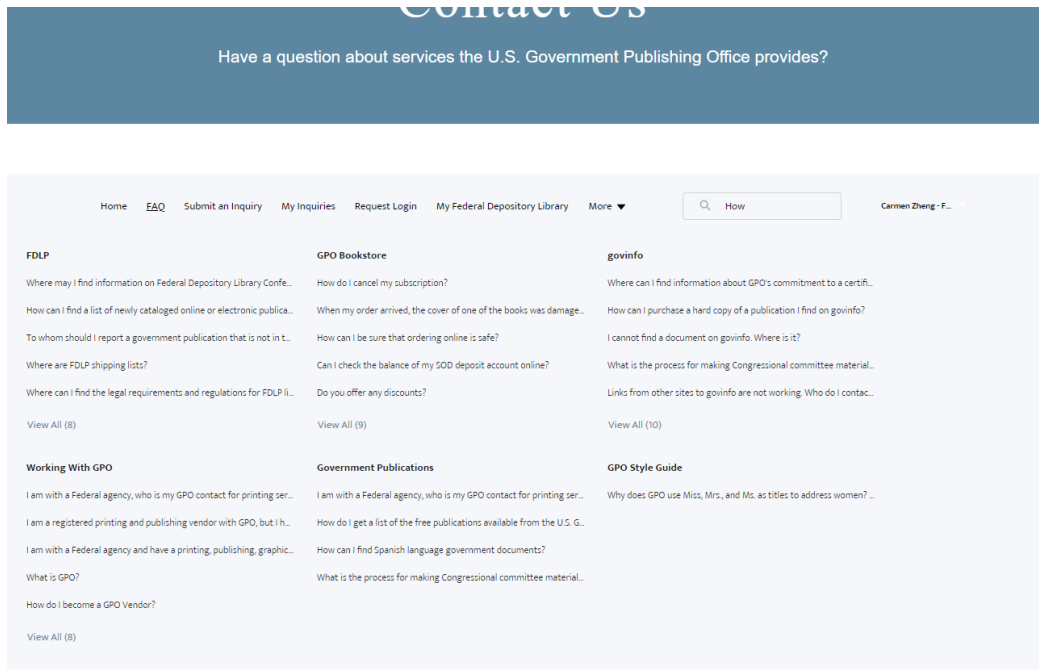
- Quick links on the top panel
- A menu bar
- Six tiles for the user to submit inquiries based on their need or affiliation
- Knowledge base articles covering frequently asked questions



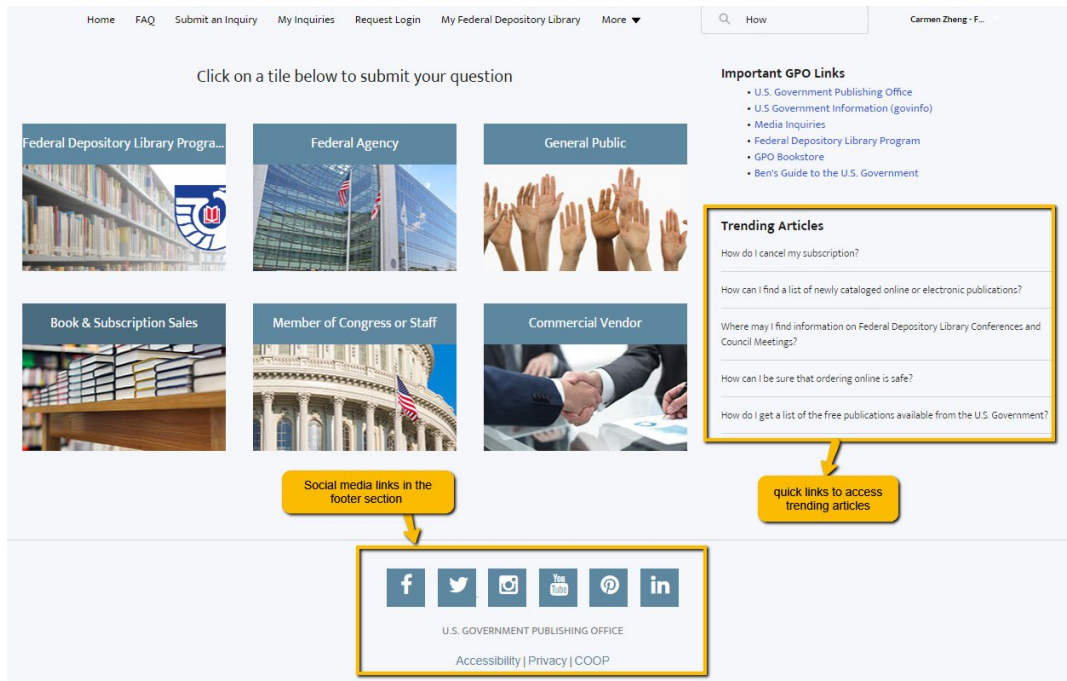
Enter keywords in the search box to search across the entire site's content. Results will include knowledge base articles (frequently asked questions) and inquiries you have submitted.



The FAQ tab lists all the published knowledge articles. Look here to see if an answer to your question has already been published before submitting an inquiry.

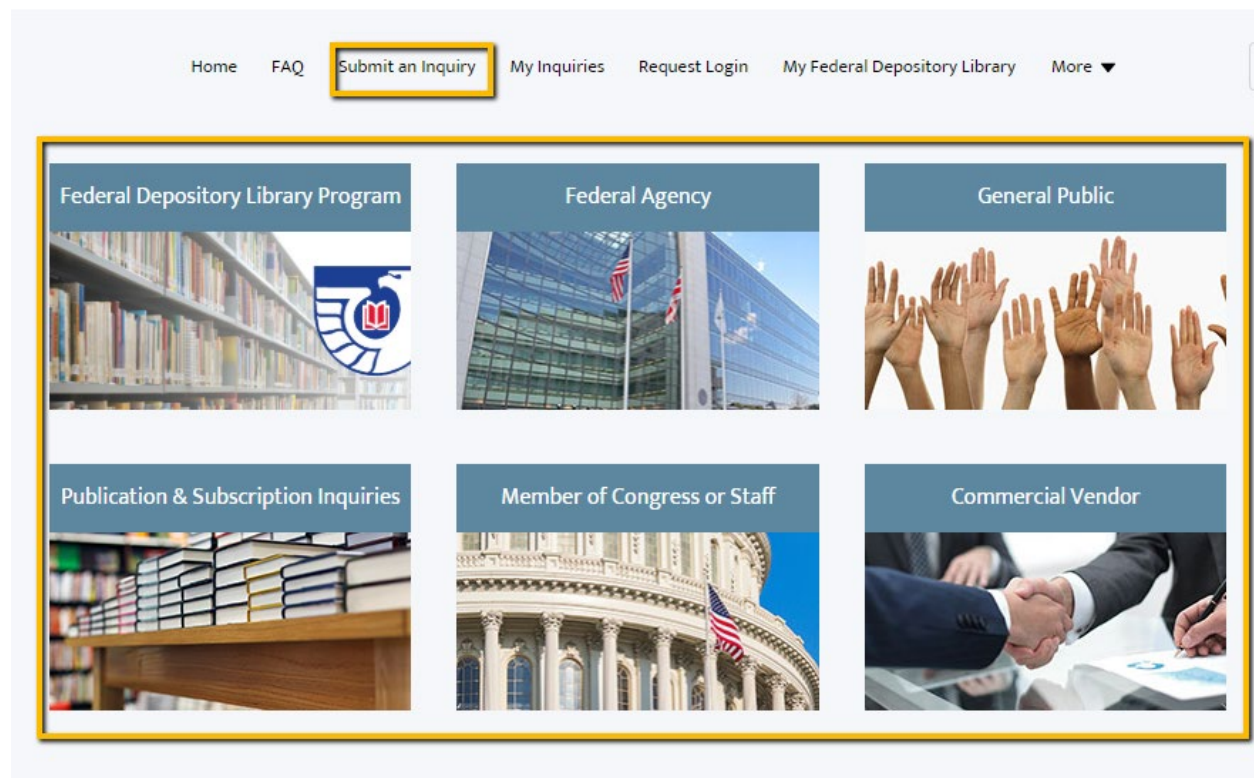


The most frequently viewed knowledge base articles appear in the “Trending Articles” list. At the bottom of the page are GPO’s social media footer links.



## Submit and Review an Inquiry (as an authenticated user)

To submit an inquiry, you can click on “Submit an inquiry” from the menu bar (recommended), or click on a tile on the home page (use the tile that corresponds to the type of user you are).



You will see an inquiry submission page, with some of your own information pre-populated in the form:

The screenshot shows a web form for submitting an inquiry. At the top, there is a navigation menu with links: Home, FAQ, My FDL, Submit an Inquiry, Request Login, My Inquiries, Contact Center Claims, and More. A search bar on the right contains the text "Search askGPO...". Below the navigation is a light blue header with the text "Please fill out the form below to submit an inquiry to our GPO staff".

The form fields are as follows:

- \* Type of Customer:** Federal Depository Library
- \* Institution/Library name:** Don L. Love Memorial Library
- Library Number:** 0345
- First Name:** Jenny
- \* Last Name:** Zheng
- \* Email Address:** carmen.zheng@coresphere.com
- Phone:** 4566787922
- \* Select Category:** ----Please Select a Category----
- \* Enter your inquiry:** Enter your inquiry
- Personal Note:** (35 character limit)
- Upload Attachment(s):** Includes "Upload Files" and "Or drop files" buttons. Below the buttons, it says "No File Selected."
- Submit:** A button labeled "Submit".
- reCAPTCHA:** A checkbox labeled "I'm not a robot" next to the reCAPTCHA logo and "Privacy - Terms" link.

You have the option to upload files if needed.

You have the option to enter a personal note (35 character limit). Use the personal note to enter keywords that will help you sort or search for your inquiries.

When your form is complete, click the "I am not a robot" box, then click "Submit"

carmenzheng@corespondent.com

Phone  
4566787922


\*Select Category  
Shipping Lists

\*Enter your inquiry  
I have a question regarding to the shipping list number

Personal Note ⓘ  
Shipping List Tag

Upload Attachment(s)  
Upload Files Or drop files  
No File Selected.

Submit

I'm not a robot  reCAPTCHA  
Privacy - Terms

You will receive a confirmation message and a reference number. For authenticated users, the reference number is a clickable link that will take you to an inquiry record for that question

Home FAQ Submit an Inquiry My Inquiries Request Login My Federal Depository Library More ▼  Carmen Zheng · FDL

Thank you for contacting the U.S. Government Publishing Office.

Your question has been submitted, and the reference number for your question is [00023535](#). You should receive a response by email within 2 business days.

On the inquiry record, user can review the “Related files” section to access and download any attachments.

(456) 678-7922

Contact Email  
[jczheng@gpo.gov](mailto:jczheng@gpo.gov)

Additional Information

Inquiry Origin AskGPO	Type Question
CreatedByMe <input checked="" type="checkbox"/>	Priority Medium
Date/Time Opened 12/22/2020 1:29 PM	Date/Time Closed
Supplied Email <a href="mailto:jczheng@gpo.gov">jczheng@gpo.gov</a>	Supplied Phone 4566787922

Related Files

TITLE	FILE TYPE	CREATED DATE
FugitivesSubmsns_Fields_Template_20201221	CSV	Dec 22, 2020



After submitting a question, you will receive a confirmation message from GPO, along with the inquiry details:

 askGPO <noreply-askgpo@mail1.gpo.gov> |  Zheng, Jiawen (Carmen) (Contractor)  
**AskGPO: New Inquiry Submission 00059349: Other depository library question or issue**

Thank you for contacting the U.S. Government Publishing Office.

Your question has been received, and you should receive a response from us within two business days.

**Reference Number:** 00059349

**Question:** testing

**Category:** Other depository library question or issue

**Name:** Carmen Zheng

**Email:** [jczheng@gpo.gov](mailto:jczheng@gpo.gov)

**Phone:** 456-678-7922





**Library Number:** 0295





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<https://www.gpo.gov>

When the inquiry status is updated by GPO staff, you will receive the following email:

 Reply  Reply All  Forward  IM

 askGPO <noreply-askgpo@mail1.gpo.gov> |  Zheng, Jiawen (Carmen) (Contractor)  
**AskGPO: Inquiry Status Changed 00059353: Fugitive publications**

Recently you requested assistance through askGPO.

We are continuing to work on your issue, and will let you know as soon as it is resolved.

**Question:**

**Customer Type:** Federal Depository Library

**Category:** Fugitive publications

**Name:** Carmen Zheng

**Email:** [jczheng@gpo.gov](mailto:jczheng@gpo.gov)

**Phone:** 456-678-7922

**Depository Library Number:** 0295



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<https://www.gpo.gov>



## Submit an Unreported Publication Inquiry

The unreported publication leads to a slightly different type of input form. You will choose a radio button to indicate whether you are reporting only one publication or multiple publications. The form will look different depending on which option you choose. If you are submitting multiple publications, you will need to upload a CSV spreadsheet with publication information.

Please fill out the form below to submit an inquiry to our GPO staff

\* Type of Customer  
Federal Depository Library

\* Institution/Library name  
Don L. Love Memorial Library

Library Number  
0345

First Name  
Jenny

\* Last Name  
Zheng

\* Email Address  
carmen.zheng@coresphere.com

Phone  
4566787922

\* Select Category  
Unreported publications

Unreported publications are public information products that are not discoverable through the Government Publishing Office's [Catalog of U.S. Government Publications \(CGP\)](#). For more information about identifying and submitting publications in scope of GPO's programs, please visit [Reporting Publications to GPO](#) on [FDLP.gov](#).

\* Unreported Publications Type  
 Check this box for providing details pertaining to only ONE publication  
 Check this box for providing details pertaining to MULTIPLE publications

Upload Attachment  
 Or drop files  
No File Selected.

- Sample form when submitting one publication:

**\* Unreported Publications Type**

- Check this box for providing details pertaining to only ONE publication
- Check this box for providing details pertaining to MULTIPLE publications

\*Title

\*Publishing Agency

Publication URL (Required for online publications)

SuDoc Number

Format

Series Title and Number

Report Number

Publication Year

OCLC Number

Upload Attachment

 Or drop files

No File Selected..

Additional Information

- Sample form when submitting multiple publications (you will need to upload a spreadsheet):


\*Select Category  
 Unreported publications


Unreported publications are public information products that are not discoverable through the Government Publishing Office's [Catalog of U.S. Government Publications \(CGP\)](#). For more information about identifying and submitting publications in scope of GPO's programs, please visit [Reporting Publications to GPO](#) on [FDLP.gov](#).

\*Unreported Publications Type  
 Check this box for providing details pertaining to only ONE publication  
 Check this box for providing details pertaining to MULTIPLE publications  
 Please download the [CSV template](#) and provide the specified information for each publication.

Upload Attachment  
 Or drop files  
 No File Selected.

Additional Information

Personal Note 

I'm not a robot   
 reCAPTCHA  
 Privacy - Terms

## Federal Depository Library Directory

To view and search the entire Federal Depository Library Directory, users will still use this site: <https://catalog.gpo.gov/fdldir/FDLPdir.jsp>. As of August 10, 2020, depository library coordinators and staff should make all changes to the Federal Depository Library Directory information for their library through the askGPO community site.

- Click on the “My FDL” link on the menu bar to view the Directory information about your library.
- If the FDL user is the Depository coordinator, he/she will have the ability to edit some fields (those with a pencil icon visible).
- The FDL coordinator can click on the “Edit” button or click on the pencil icon to edit allowable fields.
- If you need to edit a field that you do not have permission for, email [fdlpoutreach@gpo.gov](mailto:fdlpoutreach@gpo.gov)

Account  
Louisiana Supreme Court

Edit

Library Name	Depository Library Number	Depository Coordinator Name	Depository Coordinator Email	Depository Type	State
Law Library of Louisiana	0221	Francis Norton	<a href="mailto:fnorton@lasc.org">fnorton@lasc.org</a>	Selective	Louisiana

Library Information

Depository Library Number	Library Status
0221	Active FDL
Account Name	County
Law Library of Louisiana	
Public Notes	City
Notes test 5/28 and 5/28	New Orleans
Library Type ⓘ	State
Highest State Court Library (SC)	Louisiana

Files (0)

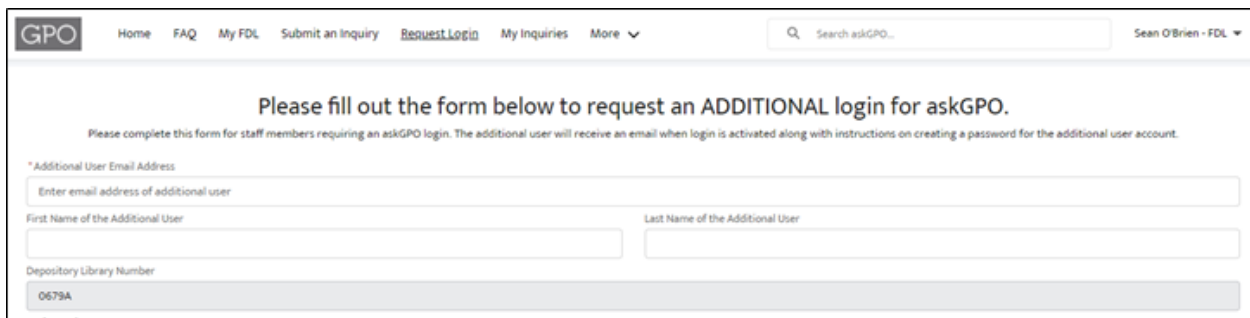
Upload Files

Or drop files

## Request a login to askGPO Community Portal for additional staff

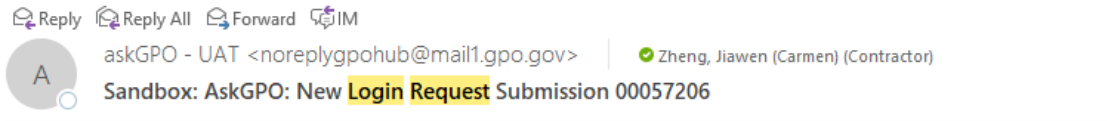
You do not need a login to use the askGPO site to submit a question for GPO staff. The benefit of having a login is a streamlined submission process, with your contact information auto-populated, and the ability to maintain a record of your submissions. If you work at a Federal Depository Library, you can submit a request for a login on behalf of another person who works at the same library.

To submit a login request, click on “Request Login” on the menu bar, fill out the form, and submit the request. Enter the additional first/last name and email of the person you want to request an account for, not your own.



The screenshot shows the 'Request Login' form on the askGPO website. The form is titled 'Please fill out the form below to request an ADDITIONAL login for askGPO.' and includes a sub-instruction: 'Please complete this form for staff members requiring an askGPO login. The additional user will receive an email when login is activated along with instructions on creating a password for the additional user account.' The form fields are: 'Additional User Email Address' (with a placeholder 'Enter email address of additional user'), 'First Name of the Additional User', 'Last Name of the Additional User', and 'Depository Library Number' (with the value '0679A' entered).

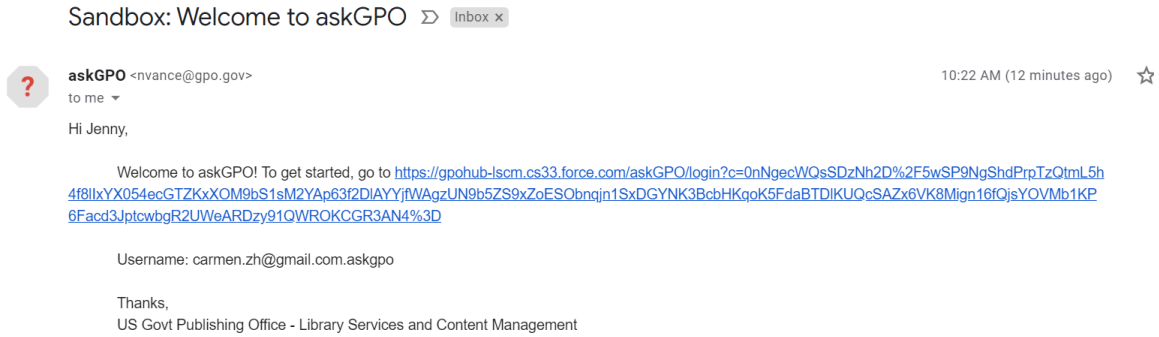
Once the requester has submitted the login request, they will receive an email confirmation.



Thank you for contacting the U.S. Government Publishing Office.  
Your login request has been received. The additional user will receive an email when the login is activated along with instructions on creating a password for the additional user account.  
Reference Number: 00057206  
Name of the additional user: Jenny Zheng  
Email of the additional user: [jcheng@gpo.gov](mailto:jcheng@gpo.gov)



Once GPO staff have confirmed the login request, the additional user will receive a “Welcome to askGPO” email:



When the user first clicks on the link, they will need to create a password

**GPO**

### Change Your Password

Enter a new password for **carmen.zh@gmail.com.askgpo**. Make sure to include at least:

- 10 characters
- 1 letter
- 1 number

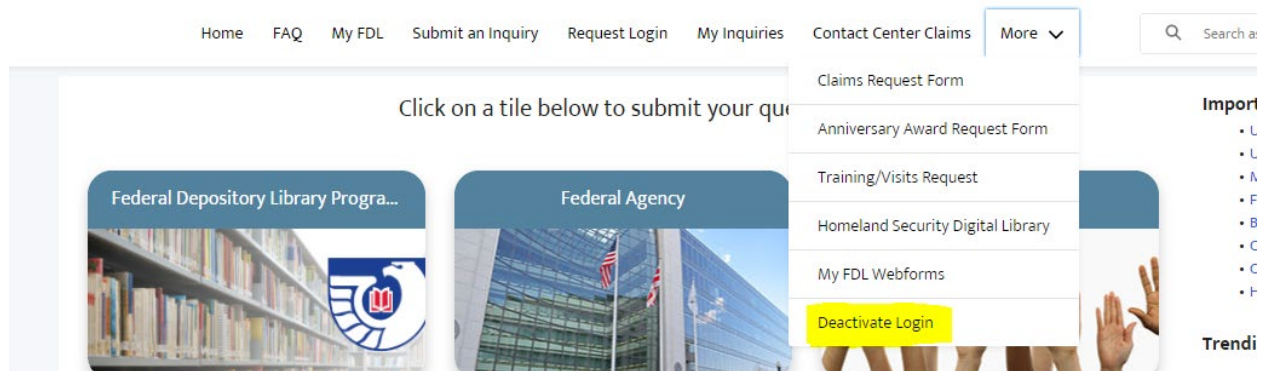
\* New Password

\* Confirm New Password



## Requests to deactivate logins to the askGPO Community Portal

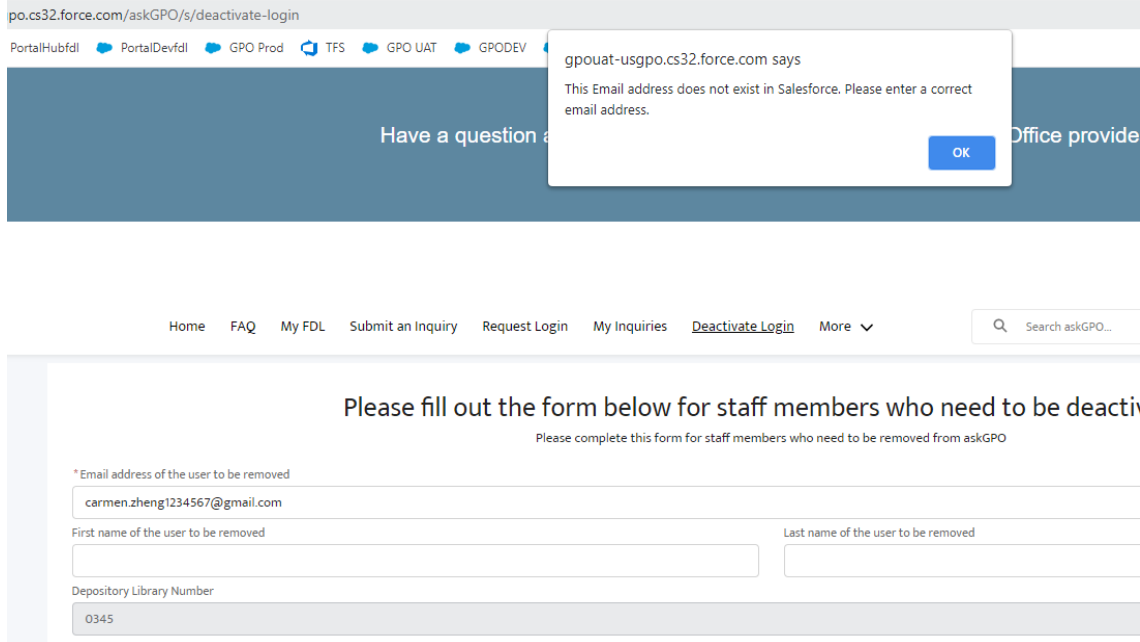
- To request that an askGPO account be deactivated, click on the “More” drop down from the top menu bar, then click on “Deactivate Login”. Fill out the information for the person who needs to be removed from askGPO.



- Enter the email address of the user to be removed and submit the request. GPO staff will process the deactivation within two business days.

A screenshot of the 'Deactivate Login' form on the askGPO Community Portal. The form is titled 'Please fill out the form below for staff members who need to be deactivated' and includes a sub-header 'Please complete this form for staff members who need to be removed from askGPO'. The form fields are: 'Email address of the user to be removed' (with a sub-field 'Enter email address'), 'First name of the user to be removed', 'Last name of the user to be removed', 'Depository Library Number' (with a value of '0345'), and 'Business Phone'. There is a 'Submit' button at the bottom left. At the bottom right, there is a checkbox for 'I'm not a robot' and a CAPTCHA logo with links for 'Privacy' and 'Terms'.

- Keep in mind that you can only enter an email address that is associated with an existing user. If you enter an email that does not exist in the system, you will see an error message as below:

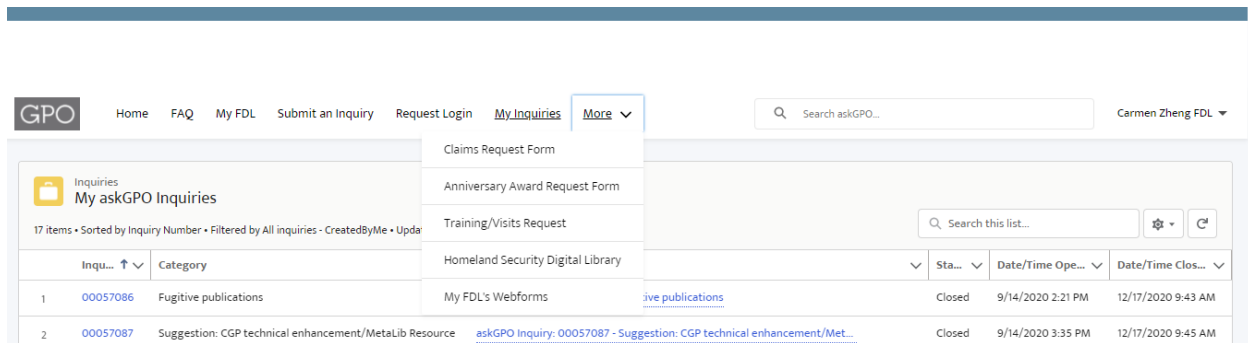


## Access and Submit Webforms on Community

The following webforms are available for authenticated FDLs:

- 1) Claims form
- 2) Anniversary Award Request form
- 3) Training/Visits form
- 4) Homeland Security Digital Library form

To submit a webform, navigate to the menu bar to select the “More” tab and select the webform from the dropdown menu.



To submit a Claims Request Form, click “Claims Request From” from the drop down menu and fill in all the required fields.

## MICROFICHE, MAP, AND TANGIBLE CLAIMS

Claims for depository materials from GPO-issued shipping lists must be made within **60 days of the date of the shipping list**. During the COVID-19 pandemic, the normal 60-day period for claims is suspended (pending availability of materials). Only claim documents in your selection profile that you did not receive. For more information about claims, [Click Here](#).

- Check the [Claims Copies Exhausted](#) list for a list of items that can no longer be claimed against surplus stock.

Claims can be submitted from one shipping list at a time. Only five items can be claimed in one submission. If all of the documents on a shipping list need to be claimed, check the "Claim Entire Shipping List" box.

### Contact Information

\* Depository Library Number

0345

\* Your Name

Jenny Zheng

\* Email Address

carmen.zheng@coresphere.com

**Regional Depository Library**

My depository is a regional

**Regional Depository Agreement**

My library has an official agreement with my regional to select and house the items being claimed

### Shipping Information

\* Shipping List Number (Please provide one shipping list number per claim submission)

I certify that I am missing all publications on this shipping list and need to claim them all.

### Publication(s) to be Claimed (Up to 5 claims items per submission)

#### Claim # 1

Item Number

Title

[Add another Claim](#)

### Comments and Confirmation

Comment (Please do not claim materials using the comment box below)

**Legitimate Claim**

I certify that my claim is based on my depository active item selection profile.

To submit an Anniversary Award Request Form, click "Anniversary Award Request Form" from the drop down menu and fill in all the required fields.

The institution and library name entered in the form will be used to customize the award.

### Award Request

\*Type of award(s)  
Certificate–non-milestone award

\*Years as a FDL

\*Depository Library Number  
0001A

\*Designation Date

\*Institution Name

\*Library Name  
Test FDL2

\*Special Instructions

### Requestor's Contact Information

\*Requestor's Name  
Carmen Zheng FDL

\*Phone Number  
9876543212

\*E-mail

To submit a Training/Visits Request Form, click “Training/Visits Request” from the drop down menu and fill in all the required fields.

## Request for FDLP Training, Use of GPO’s Virtual Training Room, or Library Visits

Use this form to:

- Volunteer to present virtual training through the [FDLP Academy](#)
- Request a specific topic be presented via the [FDLP Academy](#)
- Request to use GPO’s virtual training rooms for your event or meeting
- Request that a GPO staff member provide specific depository training for your library (not associated with an event or visit)
- Request a GPO staff member attend your event or visit your library, either onsite or virtually

Fields marked with (\*) are required.

\* Name

Jenny Zheng

Phone

4566787922

\* Email Address

carmen.zheng@coresphere.com

## Details of Your Request

\*What is the nature of your request?

--None--

✓ --None--

I'd like to present a webinar for the FDLP Academy

I'd like to request the FDLP Academy host a webinar on a specific topic (provide topic below)

I'd like to use GPO's virtual training rooms for my event or meeting

I'd like GPO staff to provide specific depository training for my library

Onsite: I'd like a GPO staff member to attend my event or visit my library

Virtual: I'd like a GPO staff member to attend my event or visit my library

## Details of Your Request

\*What is the nature of your request?

Onsite: I'd like a GPO staff member to attend my event or visit my library

Date(s)

Alternative Date(s)

Description of your request

Submit

To submit a Homeland Security Digital Library Form, click "Homeland Security Digital Library" from the drop down menu and fill in all the required fields.

## HOMELAND SECURITY DIGITAL LIBRARY

This validation form authorizes your depository library to have electronic access to the Homeland Security Digital Library. This service is available for free public access under the Federal Depository Library Program (FDLP). It is a violation of the terms of this agreement to:

- Release the usernames or passwords to organizations or individuals other than authorized library personnel.
- Allow organizations or individuals out side of your library to connect via your library's computer network.

### Depository Information

* Depository Library Number	<input type="text" value="0001A"/>
* Library Name	<input type="text" value="Test FDL2"/>
* Address 1	<input type="text"/>
* City	<input type="text"/>
* State	<input type="text" value="--None--"/>
* Zip Code	<input type="text"/>

### Depository Coordinator Information

* Name	<input type="text"/>
* Phone	<input type="text"/>
* Email Address	<input type="text"/>

To review all the webforms submitted by your depository library, click "My FDL's Webforms" from the "More" drop down list. The list view displays all the webforms submitted by the staff at your library

Webforms  
My FDL's Webforms

25+ items • Sorted by Webform ID • Filtered by All webforms • Updated a few seconds ago

Q Search this list...

Webform ID ↑	Reference Nu...	Record Type	Account	Contact	Created By	Created Date
1	WF-0000000044	Anniversary Awards	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 2:36 PM
2	WF-0000000045	PR383-9046	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 3:13 PM
3	WF-0000000046	PA882-9604	Illinois State Library	Carmen Zheng FDL	Carmen Zheng FDL	9/14/2020 3:14 PM
4	WF-0000000105	Claims	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:47 PM
5	WF-0000000106	Anniversary Awards	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:48 PM
6	WF-0000000107	Visits-Training Request	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:49 PM
7	WF-0000000108	PR588-1843	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:51 PM
8	WF-0000000109	PA700-4808	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:52 PM
9	WF-0000000110	Homeland Security Digital Library	Illinois State Library	Lara Flint - FDL	Lara Flint - FDL	9/17/2020 1:53 PM
10	WF-0000000113	Claims	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:36 AM
11	WF-0000000114	Anniversary Awards	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:39 AM
12	WF-0000000116	Visits-Training Request	Illinois State Library	Kathy Carmichael - FDL	Kathy Carmichael - FDL	9/18/2020 9:40 AM

## Submit and Review an Inquiry (as a non-authenticated user)

Access the askGPO Community Portal as a non-authenticated user here: <https://ask.gpo.gov>

Click "Submit an inquiry" on the menu bar

**Contact Us**

Have a question about services the U.S. Government Publishing Office provides?

GPO Home FAQ **Submit an Inquiry** Search askGPO... Login

Click on a tile below to submit your question

- Federal Depository Library Prog...
- Federal Agency
- General Public

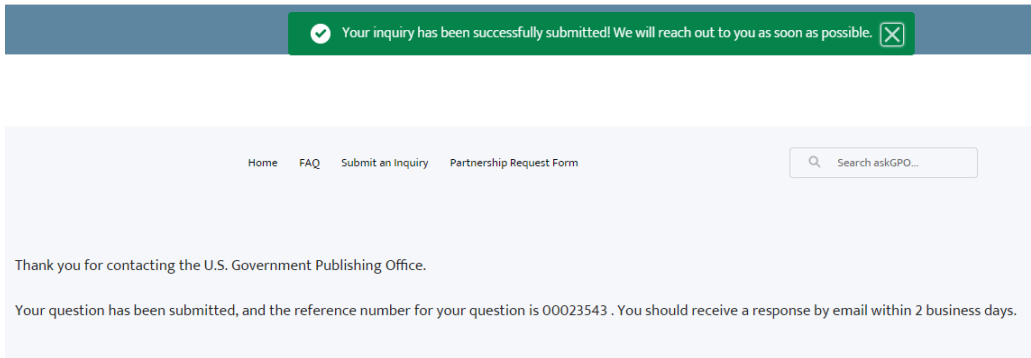
**Important GPO Links**

- U.S. Government Publishing Office
- U.S. Government Information (govinfo)
- Media Inquiries
- Federal Depository Library Program
- Ben's Guide to the U.S. Government
- Catalog of U.S. Government Publications
- Congressional Relations
- Help About This Page

Fill out the inquiry details and submit the inquiry.

You will receive a confirmation message and a reference number as shown below.

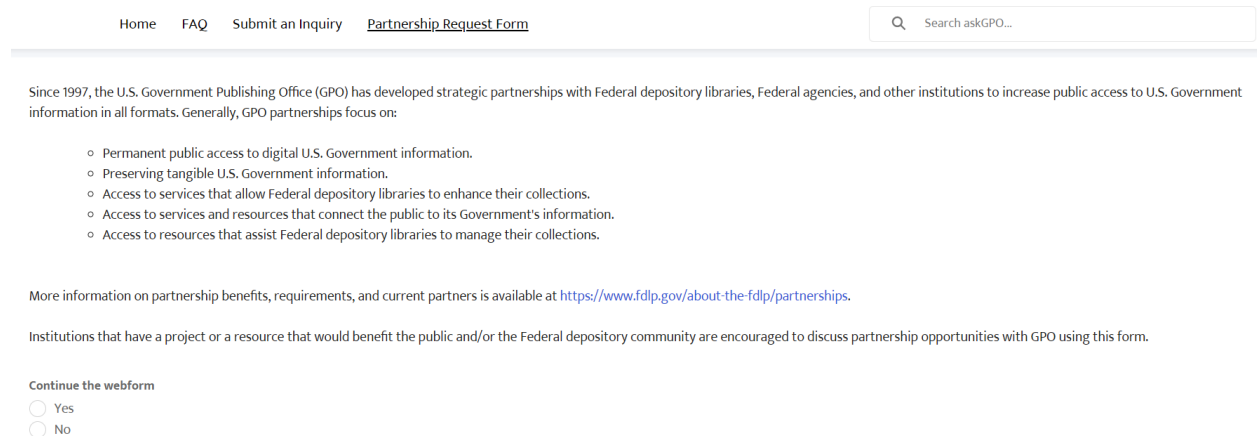
You will also receive an email confirmation message from GPO with the inquiry details.



## Submit a Partnership Request Form (as a non-authenticated user)

To submit a Partnership Request Form, go to <https://ask.gpo.gov> and click “Partnership Request Form” on the menu bar.

The page will ask you to confirm if you would like to continue with the webform. If you click yes, the partnership request form will be displayed. If you click no, you will be redirected to the Home page.





Enter all the required fields on the form. You will receive an email notification when the form is submitted successfully.

## PARTNERSHIP INQUIRY FORM

The U.S. Government Publishing Office (GPO) encourages new partnerships and ideas, particularly those that ensure permanent public access of Federal Government Information. Tell us about your idea and a GPO representative will contact you to discuss the details.

\* Name

Institution/Library name


Depository Library Number

\* Email

\* Phone

Subject  
Becoming an official GPO partner

\* Description of Partnership Idea  
type here...

I'm not a robot 

[EXTERNAL] Sandbox: AskGPO: New Inquiry Submission 00058879: Become an official GPO partner

Thank you for contacting the U.S. Government Publishing Office.

Your question has been received, and you should receive a response from us within two business days.

**Reference Number:** 00058879

**Question:** I am interested in becoming a GPO partner

**Category:** Become an official GPO partner

**Name:** Carmen Zheng

**Email:** carmen.zheng@coresphere.com

**Phone:** 6783452311

**Depository Library Number:** 56452



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<https://www.gpo.gov>