askGPO Update - Transcript

[Please stand by for realtime captions.]

We also have Ashley on technical support and we have a project manager with the company that helps GPO create this new website with the salesforce back end that we will be talking about today. Before we get started I will walk you through a few housekeeping reminders. If you have questions or comments, please, feel free to chat them in the chat box. We will have plenty of time for Q&A at the end of the presentation. We are recording today session and we will email a link and the slide to everyone who registered for this webinar. We will be sending you a Jamaican upper dissipation using the email you used to webinar -- register for the webinar. If anyone needs additional certificates please email and include the title of the webinar along with the names and email addresses of anyone who needs a certificate.

At the end we will be sharing a webinar satisfaction survey. We will that you know when the survey is available and put an URL in the chat box. We very much appreciate your feedback after the session is through. With that we will go ahead and get started.

We are talking about the site today. I am going to do a quick review of why we are talking about it. One of the reasons this is important is it is the place for federal to repository libraries can submit questions about anything having to do with GPO as an agency and get them answered. Anyone can submit a question at the site. We redesigned and launched the new site in August 2020. The site has been around since about 2002, but too thousand 20 was the big redesign. We have to continue to make enhancements since then. A lot has changed, some big, some small. We are doing periodic refresher webinars to keep everyone up-to-date. Also to continue to collect your feedback.

I wanted to remind you or bring your attention for the first time to a couple important websites that also provide more information about ask GPO. The first is the ask GPO product page. You have an direct link to this site on the slide. This page includes just general information, background about the site and the redesign projects that we have been doing for a couple of years. It has tips and things like the site works best in chrome or Firefox as opposed to edge or Internet explorer. I think we are all used to websites and how they are a little quirky and perverse browsers. Also, list of enhancements. We are having new releases approximately every month. Every time there is a new release we will post a short list on this webpage. It is a good way to keep up-to-date. We are up to release 1.6. Another important website to know about is the one where you can get help, the AskGPO training page on the Academy website. There is a link to that page on this slide. That is where you will find webinars like this one will be posted. User manuals with screenshots so that you can download a user manual and have it printed out. There are also short tutorials for how to accomplish little task in AskGPO. Hopefully, whatever your learning style we have something for you to help. We recently updated the short videos. That is no as well.

This is a quick recap of some of the things that have changed since the new AskGPO website went live August 2020. That did happen in the middle of a lot of upheaval. Some of you may have never even been to the site. These are important things to know. You do now edit your federal repository entries through AskGPO. When you log into the site there is a little place that we will look at during our demonstration today. That has all of the information about your library, who with the coordinator, your address, what type of library are you. Whenever you need to update information about your library that either GPO, the public, or anyone else in the program might need to know this site is where you make the updates. The second one is also being, all claims are now made through AskGPO. When you are supposed to receive something in the mail and you didn't sometimes you will need to claim it. A lot of libraries, the person who is the coordinator is not the person who make the claim. Both need to use the site to make their claims. There used to be an email address. That is no longer active. You cannot email a claim. The only form you can use is on the website. We will look at that as well. Forms are now submitted through AskGPO. A lot of them used to be on the website. Again, in the old site anytime you submitted a question an account will be automatically created. On this new site, everyone who was a coordinator will we launch got an account made. If you have additional repository staff and they would also like a account or you would like them to have an account it is the person designated as the repository coordinator who will ask for a log in. Again, it will show this. The coordinator will show the request and asked for an account for someone else at the library.

I also wanted to talk a little bit about some highlights of the enhancements that have happened and to really point out that a lot of these enhancements were made after they were suggested by users as well as staff. Your input really has driven the design and has had an impact. Here are some of the things that have changed since the launch. We always find certain things do not work exactly as you expected or after you use it you realize how it could be improved. We have done that. Various forms include the claims form, the agency content submission form, that is used by federal agencies when they want to report publications that their agency is producing too GPO. The training and visits request form as well. Another big one is we updated the terminology throughout the site. GPO is doing this universally. We have changed anything that said fugitive documents to unrecorded publications. We have improved our emails, you get various emails, for example when you submit a question you will get an email, we've received your question. We have noticed little formatting things. For example, with the claims email you used to get an generic email and now you get one that specifies and you can see which individual title can be claimed. It is just kind of helpful as you are organizing, searching, and using your own email. With this latest release we introduce the personal note field, which I quite like. We are going to take a look at that today. It just lets you put in your own notes to help you sort and find things and search for them. Many of our people who use AskGPO submit a lot of questions and it helps them in that way .

Another new thing is the deactivate log in request. I mentioned how you can request and log in. If someone leaves your library you might want to close that account. We now have an option for that, a deactivate log in request.

That was the very short introduction. Most of the webinar today will be a demonstration of the site and time for questions. I didn't want to pause to see if there are any questions here at the beginning? I do not see any questions. I am going to go into the demonstration. If you have questions at any time, put them into the chat and we will get to them. Here is the AskGPO homepage. You can see that I am logged in, because it is showing my name on the right. If you are logged in it will show your name. If you are not it will show the word log in. That is where you want to click to log in. The site is divided into zones. You have your top menu here with a number of options including the ones under more. You have a search box for the entire site. You have tiles where you can basically indicate the kind of user or customer you are and click on a tile to submit a question to us. We have important links on the right to various GPO and websites. We have our FAQs. You can see which are the most popular ones at any time. I am and the testing site right now. We will began by talking about those frequently asked questions. I am going to pop over to the real live site for this portion. Here I am not logged in. You can see there is that log in area. The FAQs, what are people wanting to know about, always popular is there a formula that I will use to estimate my size of document collection? Cannot check the balance of my account? You can always get to all of the FAQs by clicking on this button from the top menu. We have areas categories here. For this crowd the most important is probably going to be this area. One of the things that I was going to point out is that we are going to enlarge the font. That is one of the suggestions that we are going to implement. You can click on any of these topics to click on all of these questions related to that topic. Here is the shipping list. You can click on the question to see the answer. You can also search for any particular frequently asked question or search the site generally. I was going to use the word removed. When I did that, over here I came into everything, articles would be the frequently asked question articles and files as well. These are two questions that included the word 'remove' and they have popped up in my search.

Sometimes your question is already answered here. It can be a good place to look before submitting a question to us. I am just going back over to the main site. I am going to go through the menu left to right. We are going to begin with my federal depository library. If I click on that, you can see that I, Laura Flynt, work at the Loudoun County library in this test environment. Here is the information about my library. Over on the right we have any web forms that people at the library have submitted through the site. Any files, this would be generally your designation paperwork if we have it, it will be here. Not everything is filled in for every library, will we have the information it is here. You can accordion these to make them show everything or not show everything. If you hide something like this and leave the site and come back it will stay hidden. If you want to edit the information when I was talking about changing the directory this is what I was talking about. You can either click on edits. If the field has a pencil icon next to it you can click on that. Either of those will pop up this box, which shows you anything that has a box like this is editable. I cannot, for example, edit this field, but I can put in a fax number. I can put in my social media account. You just save those changes. That is editing the directory. I didn't want to point out that only the person designated as the repository coordinator will be able to edits or have these icons and be able to edit fields in the directory. I saw a couple of questions. Let me pause for a minute and see. Suzanne says there is also a directory on FDLP.gov should we rely on this instead? That is a great question. Right now both are active and both are relevant. If you need to change the information about your library the only one you see in AskGPO a Sharon library. That is where you should make edits. If you want to search for other libraries like who was the coordinator at the other library in my town or where are all of the repositories in Texas? That is when he would use the directory on FDLP.gov. We have questions about claims. I'm going to get to the claim question when we talk about the claims form. I am not going to ignore it. I will come back to you. Amelio wants to know how you edit to pass the torch so that the next person has access? That is a great question. If you are the coordinator and know who your successor is going to be, whenever you choose, it can be a week before, the day before, you can come in and change the repository coordinator in here. When you do that it triggers a set of actions. We will see an notification that there is a new coordinator at this library. We will create an AskGPO account for them and mark them as the coordinator in the system, and send them a welcome email. If you do it before you leave, all of that will happen. If someone has already left and nobody is designated as the coordinator, then you can go to the email outreach at GPO.gov whenever you have a question that you do not know what to do, you can always email us. That reaches me and six or seven other outreach librarians. We can get you fixed up that way.

I think those were all of the questions for the moment. I'm going to go want to submit an inquiry. You can click on the submit an inquiry from the top menu. That brought me right into this federal depository library form, which is actually where I wanted to be. That is a great, quick method. If you remember the tiles on the homepage, you can also click on any of these. You can click on the FDLP one, which will take you to the same place we just were. If I click on that, you can see I get these categories that all have to do with repositories and the FDLP. If I go back to the homepage and I say that I am from somewhere else like a federal agency, I get to a slightly different question form and I have different categories. They have fewer categories for the agencies to choose from. I would recommend going straight to submit an inquiry. I also recommend very much logging in before you submit your question. Again, make sure that your name is showing. The reason you want to do that, two main reasons, one is the system will then recognize you and associate you to the correct library so you do not have to fill in this information or remember your number. The other reason is that if you are logged in, all of your questions will be retained and accessible under my inquiries so you can then see all of the questions that you have asked overtime, which a lot of people like to do.

Let's submit a little testing inquiry. I am going to choose the 'other ' category for miscellaneous questions. Here is where you can add the personal note that I was talking about. This is a new feature. If I hover over this, what you can add is a short description. Is a 35 character limit. It is just something that will remind you what the question was about and help you identify or search for it if you have a lot of questions. You can upload a file. I am going to upload a word cloud teacher. -- picture. You have to prove that you are a robot, and submit -- not a robot, and then submit.

Here is the link to my question. If I click on that, sorry, things are a little slow today. It takes me to the question that I submitted. There are no answers yet. There is my little personal note. Down at the bottom is this file that I attached. I can click on the arrow and download the file if I needed to. I also mentioned my inquiries, I'm going to skip a couple of things that go right to my inquiries. These are all the questions that I have asked. This is the one that I just a minute with the other category today at 12:20 PM. Wait a minute, 2:20 PM, sorry. You can sort all of your inquiries by any of these columns. You can do it by inquiry number, you can put all of the ones that were on the same topic together. You can see you can sort by which a new, close, open. I like to do it by date so that my most recently submitted one is on the top. Over here is a personal note that I was talking about. You can sort by the note or also search by the notice well. That note was made. If I search the secondary search box I'm searching just my inquiries and there is that one that had the personal note of May. From this list you can see any of your questions. One minor change that we have made, the category and the account used to be linked, but they were not useful. They didn't take you anywhere helpful. The only helpful thing is to look at your inquiries. These are no longer linked, those two fields.

I can look at one of these inquiries that was closed, for example. There is no question, because there was just a claim form. Here is the answer. If I scroll down I can see those two items that I claimed with that form. I was also going to mention in addition to looking at your inquiries here, I already touched on this, you will get various emails through this process to your regular email. When you submit a question you will get an initial email of thank you, we have received your question. It will show you what the question was. You will get one if the status changes to pending or in process, you will get an email that says we are working on your question and are not able to answer immediately. When answered and resolved you will get a final email that includes the question and the answer that was provided. That is the end of the inquiry process.

The next thing on the menu is request log in. As I said, when you are the coordinator and you have someone else and works at your library who Lisa once an account for AskGPO as well. You might want someone else to have a log in so that they can see all of their questions and may claim forms for whatever reason. You would just enter the email address of the person who needs a log in. I will just do a fake one here. Sterling was an early public printer. And that is it. You will get an email that the request is in and the person who we create an account for will get an email that has a link so that they can log in and set up their own password. Everyone sets up their own password for the site.

I was going to mention you as a user only ever see your own questions. Even if you asked for a log in on behalf of someone else you will not see their questions, they will see their own questions. Only GPO staff on the back end can see all of the questions from everyone at a library.

Contact center claim is also relatively new. This really is only for people working with the GPO bookstore. You are probably not going to use this form. That is really if you order something through the bookstore and there is a problem, you would use that. Hopefully, that never happens to you. Hopefully there is never a problem, even if you do order something from the store.

Now I am going to get into this 'more' menu. You will notice as we move through and start clicking on things it has now moved to the main part of the menu. If you are used to seeing something here and you do not see it, go to that menu. They do circle around if not everything can fit there. Here I am at the claims request form. This is the form now used for all claims. Normally the claims window is you have to make it within 60 days of the date of the shipping list. You will see that we have an exception at the moment because of the pandemic. That sixty-day claim is suspended ending availability of materials. That just means of our warehouse does not have it, even if you claim it, they will still not be able to send it to you.

You submit your claims for one shipping list at a time. My information is already filled in here. That is useful. If you are a regional you want to text that you are regional. If you have a particular agreement, normally you can only claim something that you select. If you try to claim, for example, a regional only item number your claim may be denied unless you have specified I have an agreement with my regional, I am basically claiming this because I house the regional copy. My claim is legitimate. He would check that. You have to have a shipping list number. If you want to claim the entire shipping list, you just missed the whole shipment, you would check that box and you would notice the individual claims are grayed out. You would want the whole list. If you just needed a couple of items, one or more, you can claim up to five. If I were just missing one thing off of that shipping list, I am going to put in an item number and a title. That is a terrible title, but you understand what is going on. If you have any comments or explanations you would type that in here. You always want to certify that you are making a legitimate claim. You select the item number and you did not receive it, that is why you are claiming it. I am not a robot. And then you can submit. I think that we have plenty of time. This is probably a good time to pause and go back to Beth's question. She wanted to know what does the email response to a claim claim received as a second email me? To me only that someone has see my claim, but give me no information about the status. She says it will help with the information about the publication was included in the second email so that she didn't have to go and find the first email. There are two things going on. One, we have heard a couple people say they did find they were getting responses to just said claim received and that was confusing. We have talked amongst ourselves the GPO and made a standard text that we hope is more clear, basically claim received meant that we got it, we are sending it to you and it is okay, but that was not clear. We now have a more clear, standard text that you will start seeing. I cannot remember exactly what it says, but basically we have received and will fulfill your claim. Hopefully that helps. The second question was about I'm not sure, maybe Sean can jump in and help me. I thought that maybe the first email did include the information about your claim, but maybe it's only on the second email. We may have to look into that in more detail. There is an email that includes the individual titles that you claimed and also, as we saw in my inquiries, if you log in and look at your claim, this is the one that I did. I claimed that one title. You can see it in here also.

Beth says the first email has the information about the claim and the second is not in her experience. I am sorry. Let me go back and look at what you said again. The first email says here is her claim and included the titles. You would like the little chart with the titles included in the second email as well? Okay. I am going to write that one down. Mimi is asking do we still need to check a claims exhaustive list? That is a good question. Ashley, do you have any input?

Yes, you do need to check the claims exhaustive list. Obviously with Covid going on our distribution unit is really in chaos. They are still updating the claims exhaustive page. We keep updating, there is a blue box at the top of the claims page that lets you know you are eligible to claim material from shipping list 230 P forward in time, which is a significant amount of time. It appears that they are in fact updating the claims copied exhausted page itself. Please continue to check that.

Thank you, Ashley. I am glad that you are here. If logging in populates my information and to the form why can't the form also recognized me as the regional so that I don't have to click on that button in the form? That is a good question. I don't know the answer, I'm writing that one down to investigate and see if that is something that has happened.

May I chime in?

Yes. And I believe that is a holdover what we has seven libraries claimed on behalf of the regional. Certain libraries select materials on behalf of the regional. If there is something shipped short and there are a limited number of copies.

So that will be the second checkbox?

You are right. Will look into that one. That is a good suggestion. Keep them coming. Now I am going to go into this section and we are going to look at the rest of the forms. Contact center claims, we don't really use that for depository libraries. The anniversary award request form. Every year you can get a certificate about your anniversary if you alike. If you do not know your designation day, if we know it will be in that my FCL. A lot of libraries, especially if you join middle to late 19th century, we may not exactly know your date or may only know a year, but we are happy to give you a certificate every year. You can get a glass award. You can just fill out this form. This is going to be a certificate. When I was testing earlier today I realize in order to avoid math I needed to say I have been at a repository for 21 years and I was designated in the year 2000. I'm going to do this, if you have special instructions, we need a phone number in case we need to talk to you. We need a shipping address. I'm just picking estate. I know that I am in Virginia. You just submit that form and we will send you your certificate or award or be in touch. I see some questions. Our AskGPO inquiries preferred over phone calls or emails? We have no preference. It is entirely up to you.

From Holly, we missed our 45th anniversary due to the pandemic. I'm sorry. Is it too late to do something about it? You know, I think for a certificate probably not. We do have this warning here about the glass award that we cannot do retroactively. Why don't you email AskGPO outreach or fill out this form and if we can't, we will let you know. If we can we will get you a certificate.

Everything is up to the air.

It is not an official yes, it is just a certificate. Give it a shot. Is this typeset or size and font a true representation of the actual application?

I'm not sure that I am totally understanding the question. You mean is what this little image on the anniversary form looks like, is that what the actual item is going to look like? Or is me sharing my screen making things look fuzzy? We'll see if Kevin gets back to us on that. I think it is me sharing my screen in this webinar. Apologies. We've done claims, the training and visits request form , this one we have cleaned up a bit and made a little more streamlined. We've given better options. This explains when to use the form. You can use it if you would like to present a webinar to us, which we highly encourage. You guys are real experts on a lot of subjects. If you want to share your expertise, fill out this form and say I'm willing to present a webinar on this topic. If you don't want that, but would like the topic to be covered you can use it to request that we find someone to present on that topic. We can request to use the GPO virtual training room so basically our WebEx webinar room for your event or meeting. Many libraries do not have access to that kind of software. You can use ours. Just let us know you want to do that with this form. You can request someone from GPO provide specific training for your library anytime. The last one issue can request that a staff member attend your event or visit your library either on-site or virtually. We recognize or it recognizes YM. I'm going to skip the address. This is where you say which one you wanted. It's the same bullets that we saw up top here in a list form. I would like some training on May on May 30. You can just submit that form and we will get back to you. And the Homeland security Digital Library. This is a resource that you have access to as a federal repository library. It is a little perk of being in the program. You can get enhanced access to the digital library. Some stuff is not public in that database. You can get access by filling out the form where are you, who is the contact person and what kind of library are you? We can get you access to that additional resource, which is nice.

Deactivate log in with the other one I mentioned. We have request log in when you want someone to have an account, if someone leaves this is another question that someone asked in the last webinar. What about if someone leaves and I need to deactivate? We've created this form. It is the same thing. You enter the email and first and last name of the account that you want to cancel or deactivate. You submit the form and one thing to note is if you enter an email address that does not exist in the system you will get an error message. The accounts are tied to email addresses. Unless it is an email the system recognizes, it will not be able to complete it. If you run into an aromatic, that is what is happening. The last thing to look at was the web form. Unlike the inquiries with a web form you can see I submitted a couple, Sean submitted one. You can see all of the forms submitted from your entire library. There is that visit-training one that I just did. You can sort I any of these columns and you can click on the form to get in there and see what you submitted. This is the one that I need help. Okay, that was everything was going to demonstrate. We do still have plenty of time for questions. Have I missed any questions that were in the chat? I'm happy to show anything again if they went by too fast or you just want to see it again. We are also very happy to take feedback and comments. We have already gotten a couple good suggestions.

Why do the answers I get in email not appear in the system? I cannot answer that. They should be appearing in the system. Can you possibly send us or send me an example with the inquiry number of one where that happened and then we can track down what happened and why? It shouldn't be happening. Is it happening a lot or occasionally or just with certain types of questions? Basically we want to investigate that, but we will meet sample inquiries to investigate. Any of the troubles people have had? It would help when you send a message to a regional for a new coordinator the name or number of the library where the person is starting. That is from Kathy in Pennsylvania. Thank you, Kathy. I think we may not. I will be writing that one down also. That includes who said the welcome email. I'm going to put it in our template so that no matter who sends it it will include that information. Thank you.

Beth has provided a little more information. She says she can provide even more. Sometimes I get cryptic answers and I go to the system to see what the answer really is and there is even less information. There are two kinds of emails. I'm really glad you brought it up. This is a good thing to explain. There are two kinds of emails that you may get from AskGPO. There are the automatic ones, the three that I already talked about. We received a question, we've put your question into a pending status and your question has been closed that answer and that will include question-and-answer. Those you will recognize, because they will have that list of your library number, question, answer, your name, your phone. That is that kind of email. When we are in the AskGPO system , the GPO staff, and we are looking at someone's question, we have two options: email and close inquiry. If I email you that is usually because I need a little more clarification. You will get an email and it will stay this is from AskGPO and this is the inquiry number, but will look like a regular email and probably be like hi, Beth. I didn't quite understand what was going on. Can you provide a little more information? That is one that was sent through that email module. If you are getting a cryptic one MIP that someone close the inquiry and put something very brief in their and the longer answer is in the more detailed email. I hope this is making some kind of sense. I'm going to share my screen again. When I am in here and looking at my inquiries and I may need Sean here, this one did not have any emails associated with it, but I believe you are not going to see the side emails . You will only see them in your regular email. That was a really long explanation. Let me know if that did or didn't make any sense. I'm going to look at some of these other questions.

Mark asked if I request old documents would they be hosted on AskGPO? We could put them up there if we want it or we could just email them to you straight if you would prefer that. If you wanted to make sure that they were up on the AskGPO account and associated to your library, so whoever works at your library now in the future can also see them, we could do that.

Mimi said I haven't asked a question lately, but after the new system came aboard the emails were run together so it was hard to figure out what the question was and where the answer started. Has that been worked on? We have clean them up. Go ahead and ask another question. They are much better now. Beth has gotten answers such as call number change, but no indication what it was changed to. She's usually asking cataloging questions. Actually that relates to another question that just popped in from Susan. If you get an email that says case closed do I have to start over and resubmit a new email? If you were not satisfied with the answer that you got, you have two options. One is to submit a new question and the other is to or from the , we have an email, not a system email, but one of the back-and-forth emails, you can reply and continue the conversation with the GPL person. The best practice would be to submit a new question and to say, for example, you answer my inquiry number X with call number changed. I didn't understand what that meant what the call number was changed to. Please give me more detail. That will be the best thing to do. Does that answer your question as well, Susan, about it that is close but it hasn't on your end. Lori asked, do we use the other question if we do not see a topic that seems applicable. Yes, it's your catchall. You do not have the category that applies to me, just use other. Can a topic be added if we have questions about missing serial issues? The CPG is incomplete and does not provide the information needed. We made a big effort, I don't know if people remember the old system. It had a way to many categories in my opinion and I believe many people's opinion. We made a real effort to condense the number of categories so you don't have to look through 70 categories to pick one. Can a topic be added? Probably not. If you have a cataloging question like that, I am going to share the screen one more time. I think the category that you are going to want for questions like that is cataloging metadata policy and records. Kathy Hill says they should also copy there regional so they can also provide that to you. That is a great point. If you are missing a survey, your regional should have a copy of it as well. Either of us, either GPO or your regional can provide you with a copy. Holly wanted to ask GPO to ask for a certificate and a message popped up a war request failed, which is kind of odd. Did you try? No, you are trying to get the certificate and not the glass award. Okay. Here is that email. When something like this happens and things are not working for you, shoot us an email and we can forward your certificate requests that way. I don't know exactly what happened with your error. We will try to look into that too. Thank you. Any other questions?

I think we are caught up on everything that have come in so far. Ashley just read my mind. She has provided the link to the webinar survey. It is helpful to us if you would fill that out. If you think about the best enhancement ever right after the webinar ends, you can email it to us. I believe what we send you the recap email with the link to the recorded webinar, we have the survey link in there again. All right. I am not seeing any other questions coming in. Thank you so much, everyone, for taking the time to participate. Thank you for your patience while we continue to improve the system and work out any bugs and for all of your feedback. We hope that you will check out other webinars on the FDLP Academy website and join us again in the future. [Event Concluded]